



UNITED STATES ARMY  
**CHILD & YOUTH SERVICES**

**USAG Italy – Vicenza  
Parent Handbook**



*Version: Jan 2024*

## CONTACT INFORMATION

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

Building 108 Caserma Ederle  
Davis Soldier & Family Readiness Center  
Monday-Wednesday & Friday ..... 8:30 a.m. – 4:30 p.m.  
Thursday ..... 1 – 6 p.m.  
DSN 646-5820/5821 • CIV 0444 71-5820/5821  
Webtrac: <https://webtrac.mwr.army.mil>

### **Child Development Center Villaggio**

Building 703 Villaggio Housing Area  
Monday-Friday  
DSN 646-4449 • CIV 0444-71-4449

### **Child Development Center Ederle**

Building 398 Caserma Ederle  
Monday- Friday  
DSN: 646-5166/5167 • CIV 0444 71-5166/5167

### **CYS Nurse**

DSN: 646-4448 • CIV: 0444-71-4448

### **School-Age Center**

Building 703 Villaggio Housing Area  
Monday-Friday  
DSN: 646-4443 • CIV: 0444-71-4443

### **School Liaison Officer**

Building 108 Caserma Ederle  
Davis Soldier & Family Readiness Center  
DSN: 646-5836 • CIV: 0444-71-5836

### **SKIES Unlimited Instructional Programs**

#### ***Schools of Knowledge, Inspiration, Exploration and Skills***

Building 308 Caserma Ederle  
SKIES Store: Monday-Thursday .... 1:30 – 5:30 p.m.  
DSN: 646-4992 • CIV: 0444-71-4992

Building 304 Villaggio  
DSN: 646-4420 • CIV: 0444-71-4420

### **Youth Program**

Building 702 Villaggio Housing Area  
Monday- Friday  
DSN: 646-4430 • CIV: 0444-71-4430

### **Youth Sports and Fitness**

Building 702 Villaggio Housing Area  
DSN: 646-4436 • CIV: 0444-71-4435

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## **Welcome Letter**

Dear Parents,

Welcome to USAG Italy – Vicenza Child & Youth Services (CYS)! We recognize the strength of our Soldiers comes from the strength of their Families; we consider it an honor and look forward to supporting your Family readiness. CYS is an Army program that provides services to all Military, Department of Defense and Contract Agencies who support the mission of our Garrison. Our highly trained staff is committed to providing a safe, nurturing environment that meets the holistic needs of the child/youth ages four weeks to 18 years old. Lastly, our programs and activities are specifically designed by early childhood and youth development specialists to meet the growing needs of 21st century military Families.

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

We thank you for partnering with Vicenza CYS in the growth and development of your child/youth. We look forward to your visits and encourage you to become involved in the planned learning activities in the centers, in the home of your provider or in the comfort and convenience of your own home.

Again, thank you for considering Vicenza Child & Youth Services!

Sincerely,

Ray Jojola  
Child & Youth Services Coordinator

## **CUSTOMER SERVICE**

### **CAREGIVERS CREED**

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



### **CUSTOMER COVENANT**

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

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

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

**Mission:** Our Mission is Caring. We support the military lifestyle while reducing conflicts between mission readiness and parental responsibilities. When a Soldier loses duty time during deployment, mobilization or contingency situations due to a lack of childcare, it negatively impacts the military mission. CYS provides critical support services to mitigate such stressors.

**Vision:** CYS programs are dedicated to providing:

- Seamless delivery systems for child/youth enrolled in CYS Family Childcare Homes and Child Development Centers.
- Predictable services
- Safe, healthy family-friendly environments
- Well managed programs
- Accountability for Army, Community, CYS Service Staff, Child/youth and Parents
- Satisfied customers – Child/youth, Parents, Army and Community
- Maintaining status as a “Benchmark for America’s Child Care” and becoming “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 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.

**Philosophy:** CYS programs are designed to help your child/youth build within themselves a positive self-concept that generates feelings of acceptance and respect for individuality. We believe in designing programs where children/youth have opportunities to participate individually or as a group in age appropriate developmental activities that allows for optimal social, emotional, physical, creative and cognitive growth. We promote and cultivate safe learning environments where your child/youth can resolve conflicts through learning age appropriate conflict resolution and mediation skills. We believe in partnering with parents and community to nurture a spirit of cooperation and respect for self and others; reinforce character building and encourage positive parenting.



**Families:** Families are the first and primary teachers in their child's life. We support Families in this role through a variety of services that address the specific needs of each family, to include formal and informal education opportunities. Communication between the child's primary teacher and Family, as well as management and support staff, is critical and includes an open, honest exchange of ideas, concerns, shared decision making, and respect for cultural diversity. We encourage Families to share their culture, heritage and home language.

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

**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.

**Communication/Feedback:** The fastest way to address concerns and issues about CYS is for parents to contact the CYS Chain of Command. Another option is by completing an Interactive Customer Evaluation (ICE) survey on the garrison's website: <http://www.italy.army.mil/> You have the option of remaining anonymous or, should you desire feedback, you may include your name and address. Parents/guardians who wish to post questions, comments or concerns regarding Morale Welfare and Recreation (MWR), CYS programs may also do so at the following email address: usarmy.usag-italy.id-europe.mbx.fmwr-vmc-pcs@army.mil

**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)  
Supervisory Program Specialist  
Assistant Facility Director  
Facility Director  
Coordinator, Child & Youth Services Division: 0444-71-4990  
Director, Family and Morale Welfare & Recreation (FMWR): 0444-71-4481  
Deputy Garrison Commander: 0444-71-5709  
Garrison Commander: 0444-71-5709

## CHAPTER 1- SAFETY & RISK MANAGEMENT

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

**Child Abuse Reporting** *All CYS personnel are knowledgeable and considered "mandated reporters"* who are required by law to report suspicions of child abuse or neglect. If CYS personnel notice suspicious bruises, cuts or burns on a child, they must:

- a) Report incident to the installation Reporting Point of Contact (RPOC). The RPOC # is: DSN 646-5300 or CIV 0444-71-5300. For Italy, The RPOC is the Military Police Office.
- b) Notify the appropriate CYS program director after notification to RPOC.

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: 571-372-5348 (call collect).

**Institutional Child Abuse:** Any child neglect or abuse allegations made against a CYS employee will be reported and thoroughly investigated by appropriate law enforcement organizations. For the protection of the children and employee, the employee will be removed from direct care pending the conclusion of the investigation. Reporting is anonymous and staff are immune from discharge, retaliation or other disciplinary action unless it is proved the report was intended to do harm.

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

Prescreening and Preliminary Background Checks (PBCs) are conducted on all CYS personnel to reduce the risk that past conduct may potentially jeopardize the safety, health, or well-being of children in CYS programs.

Prescreening and favorable completion of PBCs occur for all CYS personnel prior to working with children. At this point, individuals must volunteer/work within "Line of Sight Supervision" (LOSS). LOSS is provided by means of the video surveillance system, vision panels within interior doors and windows, and/or management-level staff members regularly monitoring the individual.

Staff under LOSS will be identified by nametags with first and last names and burgundy red bib aprons or red polo shirts. Staff who have completed background checks will be identified by nametags with first and last names and green bib aprons or green polo shirts. Classroom leads will be identified by nametags with first and last names and blue bib aprons or blue polo shirts. 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 are required to sign in/out at the facility's front desk and obtain a visitor's identification badge. Parents/guardians simply dropping off or picking up their child/youth do not have to sign in. Parents/guardians visiting the facility or a classroom greater than 15 minutes must sign in at the classroom or at the front desk.

**Parking:** Parking is available and adjacent to the facilities for drop-off and pick-up purposes. Leaving vehicles idle is not permitted, according to garrison policy. Idling vehicles contribute to air pollution and emit air toxins, which are pollutants known or suspected to cause cancer or other serious health effects.

**Child Guidance and Touch Policy:** Helping a child/youth understand and make appropriate choices is the basis for child guidance. When a child/youth needs support, 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.***

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.

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

**Bullying:** U.S. Army Garrisons and DODEA Schools are committed to making our facilities, homes and community safe, caring, and welcoming places for all who enter our doors, particularly our children/youth. For this reason, CYS has a zero tolerance for acts of bullying or disrespect towards children/youth or CYS staff. We treat each other with respect. Our community and centers define respect as 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 Surveillance System (VSS):** All CYS program facilities utilize a comprehensive video surveillance system. VSS is designed to deter and reduce the risk of child abuse in CYS facilities; protect staff from unwarranted allegations of child abuse, provide Soldiers and Parents with "peace of mind" and support CYS management staff in the exercise of program oversight.

The cameras record most activity areas in the interior and exterior of the buildings. You may request to view a portion of your child's/youth's time with the facility manager. Due to confidentiality reasons, copies of these recordings are not authorized to be given to parent/guardians. Recordings are released only to authorized personnel such as the MPI and CID for official business.

**Adult/Child Ratios:** Staff-to-child/youth ratios must be maintained at all times of the day. Ratios may be adjusted to accommodate children/youth with special needs based on the recommendations of the MIAT team and on a case by case basis. Volunteers or other non-CYS staff not paid with CYS funding may be used to supplement the ratio.

All rooms in a CDC/FCC home are multi-aged with a minimum age span of 18 months. Maximum group size is limited to two ratios of children/youth (e.g. two ratios of preschoolers = 20; a ratio of infants and a ratio of pre-toddlers =9).

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

**Adult/Child Ratios are:**

<b>Childcare/SAC/MST Center (Facilities)</b>	
<b>Adult/Child</b>	<b>Age</b>
Infants 1:4	6 weeks to 12 months
Pre-toddlers 1:5	13 to 24 months
Toddlers 1:7	24 - 36 months
Preschoolers 1:10	3 to 5 years
Kindergartners 1:12	5 to 6 years
School-Age 1:15	1 <sup>st</sup> to 5 <sup>th</sup> grade
Middle School Teen 1:15	6 <sup>th</sup> to 12 <sup>th</sup> grade

<b>Family Child Care</b>	
<b>Adult/Child</b>	<b>Age</b>
Multi-age 1:6	6 weeks to 12 years
Infant/Toddler 1:3	6 weeks to 3 years
Newborns 1:3	6 weeks to 12 months
School-Age 1:6	5 years-12 years

**Training & Professional Development:** All CYS personnel working directly with children/youth receive standardized orientation training before they are allowed to work directly with children. The orientation includes such topics as applicable regulation and installation policy; child health and safety; child abuse identification, reporting and prevention; age appropriate guidance and discipline; parent and family relations; health and sanitation procedures, approved curriculum and child observation and assessment tools; 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. Other CYS professionals (directors, cooks, etc.) complete an orientation and ongoing training as well.

**Parent Involvement:** Parent/Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplinary Team Inspection (MDTI) program surveys, NAEYC Accreditation and Family/Parent 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 programs and activities, pick up a Parent Participation Program handout, contact your Parent Advisory Council representative or speak with the your facility director.

**Regulations & Inspections:** All facilities are in compliance with all DoD and accreditation standards and are inspected monthly, quarterly, and/or annually to maintain all certifications. All inspection reports and certifications are available for review upon request.

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):

Garrison Multi-Disciplinary Team Inspection (MDTI)  
AR 608-10, Child Development Services (Army Directive 2015-44 – AR 608-10 updates)  
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 6060.4, Youth Services Programs  
DoDI 1402.5, Criminal History Background Checks on Individual in Childcare Settings  
DoDI 6025.18-R Privacy of Health Information  
PL 101-647 Crime Control Act  
PL 106-104 Youth Sponsorship  
PL 104-106 Military Child Care Act  
PL 104-201, Sec 1044: Cities concern for lack of support for DoD Youth Programs  
PL 106-65, Sec 584, 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 Center 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 0-5 years) and helps families identify high-quality programs for their young children.
- **Council on Accreditation (COA):** Afterschool Program Standards include Child and Youth Development Program Administration (CYD-AM), Child and Youth Development Human Resources (CYD-HR), and Child and Youth Development After School and Youth Development (CYD-AYD). 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.

The Family Child Care (FCC) homes are also eligible to apply for accreditation through the following entity:

- **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 examining 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 2- REGISTRATION PROCESSES & PROCEDURES

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

**Patron Eligibility:** CYS accepts children as young as four weeks in Family childcare homes and through eighteen years old in CYS programs. Eligible patrons of Department of Defense (DoD) Child Develop Programs (CDP) include active duty military personnel, DoD civilian personnel paid from both appropriate funds (APF) and non-appropriate funds (NAF), reservists on active duty or during inactive duty personnel training and DoD contractors. The Department of Defense has set child care priorities to afford military families priority access to military child care.

The purpose of the CDP and School Age Center (SAC) programs offered by the DoD Components is to support the mission readiness, family readiness, retention, and morale of the total force during peacetime, overseas contingency operations, periods of force structure change, relocation of military units, base realignment and closure, and other emergency situations (e.g., natural disasters and epidemics). Although child care supports working parents, it is not an entitlement. (Reference: DODI 6060.2 -- #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 SKIES*Unlimited*, Middle School & Teen programs and Sports and Fitness programs. Fees are not based on TFI.

### ***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- When an individual acts "in loco parentis" as the parent, this can only exist when the individual undertakes care and control of another (child/ren) in ABSENCE of such supervision by the natural parents and in absence of formal legal approval. When the parent is still in picture no such "in loco parentis" relationship exists. This guidance has been provided by the IMCOM Office of Staff Judge Advocate.

**Parent Central Services (PCS):** Parent Central Services, commonly referred to as the "Gateway to CYS," 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 & assignment orders (Military, Civilian DoD contractor assigned to the Garrison, Reservist/National Guard, Active Duty soldier on orders)
- ✓ Determine services needed (Hourly, part day, full day, SAC, MS/T, SKIES, 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 assists with wait list placement
- ✓ 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.

**Items Required for Child/Youth Registration:** Children/Youth must be fully registered before using any CYS programs. Contact your local Parent Central Services Office to set up an appointment to complete your registration. Limited "walk-in" services may also be available.

**To expedite or avoid delay of the registration process, please have the following available:**

- Identification Card (Sponsor or Spouse) & a copy of your Orders**
- Proof of Child Eligibility** (i.e. Command Sponsorship via Orders, Legal Guardianship papers, Child Military ID Card, or Tricare card or DEERS printout from Soldier's AKO)
- All Local Contact Information** (i.e. Parent/Guardian(s) Home and Work information including Unit, CMR Address, Local Italian Phone Numbers for ALL Parents/Guardians, Work Phone Numbers, Work Email Addresses, Personal Email Addresses)
- Immunization Record or transcription**
- 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, must have access to the installation and local Italian Phone Numbers)
- Family Care Plan** (Dual/Single Military Only; due within 30 days of enrollment)

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

DD FORM 2652	Application for DoD Child Care Fees
IMCOM Form 34	Youth Program Registration & Sponsor Consent (MST Only)
DA 5305	Family Care Plan (dual/single military only)
AE Form 608-10-1A	Health Assessment /Sport Physical Statement
DA Form 7725	Health/Developmental Screening Tool and MAPS

**Immunizations:** Children/Youth accepted for childcare in CYS programs must be free from communicable diseases such as measles, mumps, hepatitis, scarlet fever and strep throat, and have written documentation of all age-appropriate immunizations. Child/youth immunizations must be up to date in order to participate in CYS programs. Medical and non-medical waivers may be approved. Children/youth who are not immunized will be denied childcare during outbreaks.

The only exceptions to the immunization requirement are for documented medical reasons from a health care provider or an approved non-medical (for example religious reasons) waiver. If an immunization is not administered because of a parent's religious beliefs, approval must be obtained from the Deputy Chief of Staff (DCS) G9. Parent Central Services staff can explain the process. Children/youth will be excluded from childcare in the event of an outbreak of a vaccine preventable disease.

**Health Assessment/Sports Physical Statement:** A current health assessment/sports physical statement, within one (1) year of registration, is required for children fifth (5th) grade and under. If a current health assessment/sports physical statement is not available at registration, it is to be completed within 30 days of registration. Health Assessment Statements are good for three (3) years from the signature of the Health Care Provider and must be recertified by the parent every year stating the child has not had any major health status changes. Health status changes would require a new Health Assessment.

***Children/youth participating only in the middle school/teen program and SKIESUnlimited programs are exempt from this requirement.***

**Sports Physical:** No child/youth will be authorized to play, practice or participate in Youth Sports programs 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.

**Special Needs Identification:** The Child and Youth Services Health/Developmental Screening Tool (DD7725) is required to be completed by parents to screen all children for special needs at initial registration and annually thereafter. Upon identification of special needs, supporting documentation must be submitted with the screening tool and forwarded by CYS to the Army Public Health Nurse (APHN) for review. If your child/youth has a disability or other special needs, the parent/guardian will be asked to participate in the Multidisciplinary Inclusion Action Team (MIAT).



Children and youth with the following conditions might be referred to the Multidisciplinary Inclusion Action Team:

- Allergies
- Special Diets
- Respiratory Diagnosis
- Epilepsy/Seizure Disorder
- Diabetes
- Severe Developmental Delays
- Autism Spectrum Diagnosis
- Other Medical Conditions

**Multidisciplinary Inclusion Action Team (MIAT):** The Multidisciplinary Inclusion Action Team is a multidisciplinary group that explores 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.

**Special Diet:** Children/youth with life threatening food allergies or special dietary needs must provide a statement from their health care provider specifying (1) which foods the child cannot consume, (2) the resulting allergic reaction if ingested and (3) if applicable, any allowable food substitutions. Children/youth may not be eligible for services without appropriate documentation. Children/youth who have special diets due to religious reasons must complete a special diet statement form specifying which foods should be eliminated as well as allowable substitutions. 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, asthma, seizures or diabetes, the parent/guardian will be asked to complete a Medical Action Plan (MAP). Medical Action Plans (MAPs) are valid for one year based on the date of the licensed health care provider signature. This plan is completed by the child's/youth's health care provider to ensure CYS staff are aware of potential rescue 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. To place your child(ren) on the waitlist for a program, create an account on MilitaryChildCare.com, the DoD's childcare waitlist system, and place your child on the waitlist for the program(s) you are interested in joining.

**Note:** It is the responsibility of the parent/guardian to confirm interest in remaining on the wait list by responding to emails from MilitaryChildCare.Com. Failure to do so will result in removal from the wait list. Spaces are offered through the MilitaryChildCare.Com system.

When a space is offered in a viable care option (CDC, SAC) parent/guardians are given forty-eight (48) hours to accept or decline the space.

If the viable care option is declined, then the child's/youth's name will be removed from the wait list. If Parent Central Services is unable to contact the parent/guardian, the space will be made available to the next eligible child/youth on the wait list. Contact Parent Central Services to discuss the available options.

***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, PCS) at any location convenient to either the home or work. Some installations have viable off-post care options which are comparable in price and quality to CDS sponsored child care options.

**Middle School/Teen Registration:** Middle school/teens may pick up the IMCOM Form 34 (Child and Youth Services Youth Program Registration and Sponsor Consent Form) from PCS or YP. The teen provides the form to the parent to complete and sign and returns the completed form to PCS or YP. The staff will contact the parent to verify the information on IMCOM Form 34 within 5 days of receipt. During the 5 day period, youth are permitted to participate in facility-based programs. However, they may not participate in other activities such as field trips (IMCOM REG 608.10-1 17 March 2020). Once registration is validated (and, if required, DA 7725 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 3 - 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. Events outside of normal operation hours require 100% I.D. check from parent/designated representative. Designated representative must have prior approval to pick up youth.

***For pickup of child(ren), parents/designated representatives will follow the same procedures listed above.***

Parents/guardians and visitors will enter and exit CYS Facilities through the front entrance/reception area, except during emergency evacuation and fire drills. During evacuations/fire drills, patrons will follow designated facility evacuation procedures. Unless prior written arrangements have been made with CYS personnel, only parents or parent designees shown on DA Form 4719–R 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 8 years and younger 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 Childcare 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. Parents/guardians must pick up their child/youth who becomes ill while in care within one (1) hour after being notified. Children/youth who appear to be ill or show visible signs of fever will be screened closely and may be denied admission based upon the following symptoms:

Inability to participate in daily activities. Obvious illness such as:

- Temperature above 100.4° F (38° C)
- Impetigo—Red oozing erosion capped with a golden yellow crust that appears stuck on.
- Scabies—Crusty wavy ridges and tunnels in the webs of fingers, hand wrist and trunk.
- Ringworm—Flat, spreading ring-shaped lesions.
- Chicken pox—Crops of small blisters on a red base that become cloudy and crusted in 2 to 4 days.
- Head lice—nits—Whitish-grey clot attached to hair shafts.
- Culture—proven strep infections that have not been under treatment for at least 24 hours.
- Conjunctivitis (pink eye)—Red watery eyes with thick yellowish discharge.
- Persistent cough, severe diarrhea or vomiting.
- Symptoms of other contagious diseases such as measles, mumps, hepatitis, and strep infections.
- Pinworm infestation.

**Re-Admission after Illness:** CYS staff will provide Parent/Guardian with an illness/injury readmission form detailing criteria for readmission. The child/youth's health care provider should use the form to indicate when it's safe for the child/youth to return to the program. However, a note alone from the health care provider **will not** automatically re-admit the child/youth into the program or override Army regulations. Children wearing casts, slings, have concussions/head injuries or have stitches must have a written statement from a health care provider with the level of participation allowed upon return to care. The child/youth may only return to the CYS program when the following conditions exist:

- Fever has been absent for 24 hours without the use of fever-reducing agent/medication.
- Nausea, vomiting or diarrhea has stopped for 24 hours.
- The appropriate number of doses of an antibiotic has been given over a 24- hour period for known strep or other bacterial infection.
- Chicken pox lesions are dry crusted, usually 5-6 days after onset.
- Scabies is under treatment and a licensed health care provider's note.
- Lice are under treatment for at least 24 hours.

- Pinworm treatment has occurred 24 hours before readmission and a licensed health care provider's note.
- Lesions from impetigo are no longer weeping.
- Ringworm under treatment and a licensed health care provider's note. The lesions must be covered. If lesions cannot be covered, child/youth will not be admitted until lesion has shrunk.
- Conjunctivitis (Pink Eye) has diminished to the point that eyes are no longer discharging.
- The child/youth has completed the contagious stage of the illness and a licensed health care provider's note.
- The child/youth is able to participate in the normal daily activities. Hand and foot mouth disease - fever subsides usually 2 to 3 days; rash is not contagious.

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

**Administration of Medication:** Certain medications may be administered in the CYS setting when it is not possible for Parents/Guardians to be present. Only prescribed antibiotics, antihistamines, decongestants, and topical medications from health care providers and U.S. medical treatment facilities may be administered to child/youth who are enrolled in full-day, part-day or regularly scheduled school-age programs. Medications not on the approved medication list must have a medication Exception to Policy which must be approved from IMCOM Headquarters. 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 rescue medication (i.e. albuterol, epi-pen and/or antihistamine). All medications must be in the original container, have a current prescription label. All medication must have the appropriate measuring device, such as medicine cup/syringe. All medications approved for administration during operating hours will be stored according to the labeled/packaged instructions under lock and key/out of children's reach. A child/youth prescribed a new medication (except for any rescue medication) must be on the medication for at least 24 hours prior to re-admission into a CYS program. Parent/Guardians will complete and sign a CYS Medical Dispensation Record form before medication can be administered in CYS. This policy will be discussed during the Parent/Guardian orientation. Parents must have all rescue medications for children to participate in CYS programs to include Youth Sports. Coaches are not authorized to administer medications to children. All CYS employees are trained in CPR and First Aid. Please contact the individual program for further information.

**Self-Medication:** School age youth can self-medicate if the Child/youth's health care provider determines that it is developmentally appropriate, and the youth knows enough about the health condition and the treatment procedure. Self-medication in CYS programs requires written 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. Self-medicating youth, with health care provider approval, will keep their rescue medication (including relevant Medical Action Plans) with them in their backpack or CYS issued backpack while utilizing the facility. 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.

**Rest and Nap Periods:** Children enrolled in CDC and FCC full-day programs or hourly care will have a rest period, usually following lunch. Children wishing to nap can do so, while other children engage in some other quiet activity (e.g. read a book, coloring, etc.). Infants are allowed to follow their own resting/napping patterns.

**Personal Items from Home:**

- **Clothing:** Children should come to the center dressed appropriately for the weather (e.g.) jackets and hats for fall and spring; coats, boots and snow pants, gloves/mitten for winter). Children should come in "play clothes" so that they feel free to participate in indoor and outdoor activities. Long dresses are not permitted for safety reasons. Washable clothing is recommended as children may be involved in messy developmental activities (e.g. art, cooking, and water and sand play). Two changes of clothing for all children under school-age are recommended. All clothing and accessories must be in a clear plastic bag and labeled with your child's full name.
- **Shoes:** Child footwear should have rubber soles and be suitable for running, climbing and jumping. Shoes must be close toed and close healed. For safety reasons, flip-flops, heels without straps or wedged heels are not allowed.
- **Jewelry:** accessories such as earrings, rings, bracelets, necklaces, and barrettes are not permitted for CDC-aged children i.e. Kindergarten and younger.
- **Sleep Aids:** It is prohibited for children to bring napttime toys and blankets from home. It is also prohibited for Infants younger than 12 months to sleep with anything in their cribs.
- We ask that personal items be left at home such as cell phones, electronics, toys and gaming devices. CYS is not responsible for any lost or stolen items.

**Diapering/Toileting Training:**

- **Diapers:** For health and sanitation reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when the use of disposable diapers creates a health risk for the child and the parent/guardian submits a health care provider's statement to that effect. Diapers are checked and changed promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child first and last name.
- **Toilet Training:** Toilet training is a natural developmental process. Peak readiness is typically at 2 ½ years but will vary with each child. We will not force children to use the toilet, nor will we punish a child for lapses in toilet training. Planning a consistent toilet routine for home and center will go a long way in helping your child accomplish this developmental milestone. You must provide sufficient changes of clothing and training pants.

**Transitions:** Children are supervised closely at all times and environments facilitate staff visibility and access to children. Extra vigilance is given during transition periods, i.e., arrival, departure, employees shift changes.

**Celebrations:**

- **Birthday and Holidays:** CYS recognizes religious, ethnic and seasonal celebrations are a part of valuable traditions. In celebration of children's birthdays, the Child Development Centers' food service staff prepare a birthday cake once a month to recognize the children who have celebrated a birthday during the month. Both CDC/SAC 703 and CDC 398 celebrate on the last Friday of the month. The Middle School Teen program offers a Birthday Bash one time per month. See the latest CYS trifold for more information.



- **Special Events:** Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child and the Army Birthday. Senior Commanders from Active Army, Guard, and Reserve and other branches of service; congressional delegates, local district officials and other key stakeholders plan and engage in observance of these events. Openings for child care are available during other special events such as balls and meetings that occur after normal operating hours. This type of care must be coordinated in advance through Parent & Outreach Services.

**Emergencies Closures/Evacuation/Mobilization:** In the event of emergency, mobilization or other contingency in which the facility needs to be evacuated, CYS staff will follow a written Mobilization and Contingency Plan. Children/youth may be moved to the designated evacuation sites for safety and supervision if the emergency is not post-wide and only affects one facility. Parents/guardians and 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.

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

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

Parents/guardians will be informed of the incident/accident and will be asked to sign the report. All reports are kept in the child's/youth's folder. Any incident/accident with child abuse allegations or injuries requiring medical attention are reported through the chain of command to IMCOM higher headquarters within 24 hours.

***\*In the case of a serious accident or incident, including any suspicions of child abuse or neglect occurring within a CYS facility, management will contact the appropriate agency for response outlined in the CYS Report of Unusual Incident (RUI) matrix and process the CYS Report of Unusual Incident form through the chain of command and higher headquarters.***

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

- 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.

SAC and MST programs contract buses for off post field trips transportation. All staff complete name to face counts of children/youth before entering a vehicle and upon exiting it when going on field trips.

Disciplinary action will be taken for any children/youth left unattended in vehicles which could lead to termination of employment. Staff are required to follow the guidance in the ID-E Child Supervision Guidance Policy for children left unattended in vehicles.

**Field Trips:** As part of the curriculum, field trips and nature walks are scheduled to Family and Morale, Welfare and Recreation (FMWR) sites and other local sites to augment the developmental program. All field trips receive input from Families, child/youth and staff to offer planned activities in conjunction with community service projects. Field trip sites are visited by staff prior to the scheduled trip Parents/guardians will be informed in advance of the date and destination of each trip and will be required to sign a permission form for each child/youth participating in the trip. Ratios must be maintained by paid staff supplemented with adults such as parents or volunteers. Ratios for high risk activities must follow guidance. Please consult the program director for additional information on high risk activities.

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

Glass bottles are not allowed and all bottles must have caps. Medications or cereal may not be mixed with formula, unless otherwise indicated in the MIAT care plan due to medical reason. Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for children over 12 months. Formula and human milk that is unconsumed and unrefrigerated must be discarded after one hour. Unused portions of human milk may be returned to the parent upon request, in this case the bottle will be placed in the child's diaper bag.

Infants (under 12 months) will be fed individually and according to the infant's feeding plan. Infant Feeding Plans are based on USDA CACFP guidelines and are established by the parent and recommendations of the child's licensed health care provider or other qualified health professional. The type and quantity of food the child consumes is communicated through a Daily Care Sheet. Parents receive a copy of the completed Daily Care Sheet every day their child is in care.

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

**Parent Participation Program:** The Military Child Care Act requires the establishment of a parent participation program at each DoD installation. The program allows parents/guardians to earn points by participating in pre-approved activities on post, off post or in the comfort of the parent's home. ***Parent/guardians who wish to take advantage of this cost saving opportunity will receive a 10% monthly fee reduction.*** Here are a few ways Parent/Guardians can earn points towards fee reductions in childcare:

- **Parent Education:** Offer classes at least quarterly during the CYS Orientation Training and through Army Community Service. Regularly scheduled classes include some of the following (1) child growth and development (2) special needs awareness, (3) character counts, (4) child guidance techniques, and (5) Parenting classes with ACS's Family Advocacy.
- **Parent Advisory Council (PAC):** The PAC is a parent/guardian forum that meets at least quarterly to discuss current issues and offer recommendations for CYS program and service improvements. Parent/Guardians concerns are channeled through the program director to the installation commander for review and disposition.
- **Parent Conferences:** Provide parents/guardians a formal means of communicating with those who provide direct care to their children on a regular basis. It offers a great opportunity for Parent/Guardians to learn up to date community news and program information while discussing their child's/youth's developmental progress.

**Mission Related Extended Hours:** Provided at no additional cost for short term child care (generally up to 3 hours/day) CYS childcare programs support patrons that have mission requirements, mobilization, deployment, contingency or TDY responsibilities after normal duty hours. Child Development Centers (CDC) supports unit requirements for childcare during training exercises, and alerts to the extent possible. CDC operating hours for full-day care will reflect installation variable duty hours. Other childcare programs provided for extended hours are FCC Extended Hours and Long Term Care homes, trained CDC baby-sitters, and Army Community Services foster homes as well as available off-post options. Extended hours per operations are according to the Installation's Child Youth Operations Plan (ICOP).

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

**After Hour Care:** Children/youth must be picked up by posted closing time. When a Child/youth is left at the site past closing, staff will attempt to contact the parent/guardian using all telephone numbers provided, to include the emergency release designees. If there are no positive responses to these calls, and the child/youth has not been picked up within 1 hour of posted closing time, CYS will contact the Military Police, and the Military Police procedure will be followed in reference to locating the parent and custody of the child/youth.

## **CHAPTER 4: PAYMENTS AND REFUNDS**

**Joint Base Location:** At Joint Base locations where Army is the supporting Service, non-Army Families are not eligible for deployment support services fee reductions unless reimbursed by the supported Service. At Joint Base locations where the Army is supported by another Service, Army Families are eligible for deployment fee reductions, which are reimbursed to the supporting Service

**Tax Liability:** DoD civilian employees with children enrolled in DoD-subsidized child care programs are subject to the requirements of Section 61 of Title 26, United States Code (also referred to as the Internal Revenue Code). As a result, the Internal Revenue Code requires that child care subsidies generally be treated as part of gross income for tax purposes (see Notification to Civilian Sponsors Tax Year 2022 at Attachment 5). Active duty Service members are not impacted, as they receive an exclusion from taxes for benefits under dependent care assistance programs based on language included in the Military Family Tax Relief Act, codified at Title 10, United States Code, Sec.134(b).



**Total Family Income (TFI)** is all earned income including wages, salaries, tips, special duty pay (flight pay, active duty Demo pay, sea pay), and active duty save pay, long-term disability benefits, voluntary salary deferrals, retirement or other pension income, including SSI paid to the spouse and VA benefits paid to the surviving spouse before deductions for taxes. TFI calculations must also include quarter's subsistence and other allowances appropriate for the rank and status of military or civilian personnel whether received in cash or in kind. For dual military living in government quarters include BAH RC/T of the senior member 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/site/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 employment.
- 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 for employees with a set schedule. For Flex employees, three pay stubs are required within 60 days to average pay for TFI calculations.

Failure to show proof of TFI could result in denial of child care services.

In households where non-related families are living in the same residence, programs are required to include the income of all adults who financially contribute to the welfare of the child.

In households where the parents are not married or are in a legal partnership and the custodial parent is geographically separated from the sponsor, programs are required to include the income of both.

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:** Are generated semi-monthly on the 1<sup>st</sup> and the 15<sup>th</sup> of the month. Parents can pay monthly fees for regularly scheduled Full Day, Part Day and Part Time Care in monthly or semi-monthly installments. Incoming Families make their initial payment for care at the time they accept the child care space offered by the CYS Parent Central Services Office. **Services will be terminated if full payment plus late fee charges for the month are not received by the last working day of the month unless a command approved financial hardship waiver has been initiated.**

- **Hourly Care fees:** The Standard Army-wide hourly care rate is \$8 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 two weeks in advance.
- **CYS WEBTRAC Payments:** Vicenza CYS programs allow patrons to make online payments. Please contact your local Parent Central Services for more information regarding WebTrac payment options.

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

- **Late Pick-Up Fee:** CDC and SAC programs are authorized to charge a late pickup 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. After 15 minutes, the charge is \$8.00 per child/per site for the next 45 minutes. CYS emergency procedures will be followed when a child(ren) is left at the program one hour after closing the program. Late pickup fees are not charged for approved mission related circumstances.
- **Late Payments:** Payment for regular scheduled care for full day/part day care. Late payment fee is charged after the 5<sup>th</sup> business day and 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 which include:

- Verbal Warning. By Front Desk staff during swipe in/swipe out on the 4<sup>th</sup> and 5<sup>th</sup> days of each semi-monthly billing cycle. CYMS swipe stations should be toggled to 'Display Message if HH Balance Exists' so front desk personnel can give parents a courtesy reminder of approaching payment deadlines.
- On the 6<sup>th</sup> business day, patrons will receive a late payment notice outlining the procedures for payment and possible termination if fees are not paid.
- Late payments for full- or part-time care will result in a notice of suspension of services when fees are not paid in full by the 2<sup>nd</sup> billing date of the month. Services will be suspended on the last day of the month until the fees are paid in full or a hardship waiver/payment plan is approved by the Garrison Commander. Services may be terminated when fees are not paid in full or a financial hardship waiver is not approved.

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

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

**Leave/Vacation Options:** Family Child Care Fees are annualized during registration for a 2 week Leave/Vacation which reserves the child's space. The option chosen must be used during the registration year and cannot be carried over into the next year. Families who opt for 4 weeks of Leave/Vacation pay a higher monthly fee than families who chose the 2 weeks fee option. Family Leave/Vacation must be taken in a minimum of one week increments. Families must provide advance notice prior to taking leave/vacation. **Leave vacation options are available to patrons enrolled in CDC/FCC programs ONLY.**

**Withdrawal/Out-processing:** Parents are required to provide a minimum of 30 days 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. The other available option is for parents to use the two week leave in lieu of the two week notice of withdrawal.

**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 (medical diagnosis is required) (c) withdrawal from a regularly scheduled child care program 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.

### **PARENT FEE REDUCTIONS/INCENTIVES:**

**Deployment Support Services:** Deployment Support Services fall into five (5) eligibility criteria:

- Criteria 1: Deployed Contingency Operations
- Criteria 2: Assigned to a Warrior Transition Unit (WTU)
- Criteria 3: Deployed Rotation Forces
- Criteria 4: Deployed Non-Contingency Operations
- Criteria 5: Survivor Outreach Services (SOS)

For a Soldier to be eligible for deployment support benefits, one of the above eligibility criteria must be indicated in either official orders or a letter from the Commander. TDY, TCS and PCS statuses must align with one of the five (5) eligibility criteria.

Please contact Parent Central Services for additional information regarding Deployment Support Services.

**Parent Participation Fee Reduction:** Parents may earn a fee reduction in regularly scheduled programs for participating for a minimum of 10 hours in CYS programs. A 10% reduction on one month's fee for one child/youth may be awarded for each 10 hours of parent participation. Reductions are limited to 10% per child/youth per month.

Parent participation hours may accumulate month to month and may not be shared with other families. The CYS Coordinator may approve Military Units or formal organizations such as Soldier Family Readiness Groups (SFRG) to "adopt" Families who are unable to accumulate participation hours due to deployment or other extenuating circumstances.

Families **must be identified and approved prior** to the accumulation of points. Members of units or organizations are not required to have children or youth enrolled in CYS. Adopted Families **may not** use hours accumulated on their behalf when the deployment or extenuating circumstance ends.

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

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

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

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

**Mission Related Extended Duty Child Care Fee Assistance:** Provided at no additional cost for short term child care (generally up to 3 hours/day) beyond FCC regularly scheduled care hours (based on the Sponsor's typical duty day/care requirement). Written validation statement is required from the Soldier's Unit/Sponsor's Supervisor to the FCC Provider to qualify. The provider subsidy rate for Extended Duty Child Care fee assistance is the standard hourly care rate, of \$8.00 per child, per hour for non-duty related child care provided between 0600-2400 hours and \$9.00 per hour for non-duty related care provided between 0001-0600 hours.

**Mission Related Extended Duty 24/7 Fee Assistance:** Provided at no additional cost for care beyond FCC regularly scheduled care hours. Individual Families are authorized up to 15 calendar days for Extended Duty Child Care per year. The provider subsidy rate is \$8.00 per child per hour.

## CHAPTER 5 - CURRICULUM AND PROGRAMS

### **CORE CURRICULUM:**

#### **CHILD DEVELOPMENT CENTERS (CDC)/FAMILY CHILD CARE (FCC) HOMES**

The Creative Curriculum is the authorized curriculum used in CDCs/FCC for children ages 0–5 and Teaching Strategies (TS) GOLD is the developmental assessment system. TSGOLD's *Checkpoints*, observations, conferences, and assessments will be used to document the progress of children and influence overall program improvements such as enriching curriculum, improved instructional practices, targeted professional development for teaching staff, and adjusted distribution of program resources.

All activities will be developmental in nature and recognize children's individual differences by providing an environment that encourages self-confidence, development of self-help and life skills, curiosity, creativity, and self-discipline as outlined in the Creative Curriculum. Concrete experiential learning activities encompass the following six domains: Social, Physical, Language/Literacy, Cognitive/Intellectual, Emotional and Cultural. Typical child routines such as meal times, clean-up times, napping and rest times, and diapering and toileting are integral parts of the curriculum, not separate items between curriculum areas. Daily specific lesson plans and schedule along with weekly lesson plans are posted.

## **SCHOOL AGE CARE (SAC)**

Curriculum and programming centers around the school age five services areas: Sports Fitness & Recreation, The Arts, Character and Leadership Development, Educational Support and Career Development, and Health Wellness and Life Skills. Children will have input into activity choices to ensure the activities meet their needs and interests. Documentation of child input into activities is on file in the program. Program choices are designed and implemented to meet a variety of child interests to cover a wide variety of skill, ability, and interest levels.

Daily schedules/lesson plans will be flexible, provide stability without being rigid, allow children to meet their physical needs (e.g., water, food, restrooms) in a relaxed way, allow children to move smoothly from one activity to another, usually at their own pace, and facilitate transitions when it is necessary for children to move as a group.

Program activities are offered in Citizenship and Leadership Programming. A variety of clubs and committees will be available to expand children's interpersonal, speaking, and leadership skills. Program choices will be offered to help children develop skills in independent living and life planning such as cooking, swimming, etc.

## **MIDDLE SCHOOL/TEENS (MST)**

The MST program utilizes a comprehensive youth development curriculum framework to ensure the physical, cognitive, social, and emotional needs of youth are addressed. The framework is comprised of Five Service Areas (Character and Leadership Development; Education Support and Career Development; Health, Wellness and Life Skills; Sports, Fitness and Recreation; and The Arts) to meet the core requirements. Youth will work together with staff to ensure they have input into activity choices. Activities must meet the needs and interests of the youth. Intent is to have a combination of youth and adult choices in the lesson plan. Youth will help determine frequency of these activities. Activities will reflect the program's written philosophy and goals for youth in a prominent area.

Program opportunities will be offered in life skills, citizenship, and leadership in the following program areas:

- Youth Councils, which will provide opportunities for youth to actively participate in planning and conducting youth programs.
- Volunteer Community Service will provide opportunities for youth to actively learn through service to their community.
- Workforce Preparation provides opportunities for youth to prepare for successful entry into the workforce.
- Youth Technology Lab. Provides opportunities for youth to explore interests, enhance technology skills, and research information.

*We encourage our Families to share their culture, heritage, and home language throughout all curriculums.*

## CHILD AND YOUTH SPORTS AND FITNESS PROGRAM

The Child and Youth Sports and Fitness Program utilizes a comprehensive framework to ensure the physical, cognitive, social and emotional needs of youth are addressed;

- The System is comprised of Four Service Areas to meet the core requirements:
  - Team Sports
  - Individual Sports
  - Fitness and Health
  - Outreach
- Team Sports are offered for all children ages three and above in the following sports, ages may vary:
  - Baseball/T-Ball
  - Soccer
  - Basketball
  - Flag Football
  - Volleyball
  - Cheerleading
- Individual Sports are offered for children in the following sports:
  - Archery
  - Tennis
  - Track & Field
- Fitness and Health programs focus on nutrition education/counseling and health promotion. A minimum of one Fitness and Health option is offered anytime during the year such as healthy lifestyles, healthy eating, personal hygiene, etc. These programs are implemented throughout the CYS system.
  - Nutrition, Counseling or Health activities/event
  - At least one other locally determined option i.e. aerobics, swimming laps, weight lifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.
- Outreach programs are offered in CDC, SAC, MST and FCC in four areas throughout the year.
  - Intramurals (SAC/MST)
  - Motor Skill Activities (CDC/SAC) i.e. Start Smart
  - Skill Building Clinics (all)
  - MWR Partnerships (SAC/MST) i.e. Gymnasium, Outdoor Recreation

A minimum of one additional outreach activity (usually a special event or camp) is offered.

### **CORE PROGRAMS:**

**Child Development Centers (CDCs):** (Ages 6 weeks-5 years) Offer on-post full-day, part-day, hourly child care, extended duty day care (“We’ve Got You Covered”) and the *Strong Beginnings* Pre-Kindergarten program. May also include stand alone CDC annexes and satellite sites. Care is provided by trained staff and operations are subject to Department of Defense (DoD) Certification. (Child Development Center 74017).

**Child Development (CD) Homes:** (Ages 4 weeks-12 years) Offer full-day, part-day, hourly child care to include extended duty day, weekend care, 24-hour care as needed in government owned or leased housing designated for this purpose. Care for between 7 and 12 children is provided by two trained CYS employees. 24-hour care requires additional fire safety protection.



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

**School-Age (SA) Centers (aka School Age Care):** (Ages 6-12 years) Offer before and after school programs, weekend activities during the school year, summer care and camps during school vacations. Care is provided by trained staff and operations are subject to DoD Certification. (School Age Center 74016).

**Youth Programs (YPs):** (Ages 11-18 years) The Youth Program offers comprehensive, supervised program options and affordable, quality, predictable services that are easily accessible for eligible youth in grades 6 through 12 who are generally 11 – 18 years of age. This is achieved through a comprehensive Youth Program framework consisting of the Four Service Areas. Through formal partnership agreements with several nationally-recognized youth-serving organizations, such as United States Department of Agriculture (USDA), 4-H and Boys & Girls Clubs of America (BGCA), youth have access to programs, standardized curricula, special events, camps, scholarships, etc., no matter where they live. Supervision and programming is provided by trained staff and operations are subject to DoD Certification. (Youth Center 74066).

**Youth Sports & Fitness Programs:** (Ages 3-18 years) Offer developmentally appropriate opportunities for children and youth to be engaged in individual and team sports, competitions, skill building clinics, and nutrition and health classes that foster development of life-long healthy habits. Provided by trained CYS employees and volunteer coaches in a variety of settings including Youth Centers, MWR Facilities, Schools, community fields and facilities. DODI 6060.4, AR-215-1, AR-608-10.

- Baseline Programming includes:
  - Team Sports
  - Individual Sports
  - Fitness and Health
  - Outreach
- National Alliance for Youth Sports (NAYS): NAYS is the nation's leading youth sports educator and advocate with national programs that educate administrators, coaches, officials and parents about their roles and responsibilities in the context of youth sports, in addition to offering youth development programs for children. Since 1993, the National Alliance for Youth Sports has created a unique partnership to bring quality youth sports programs to children on military bases in CONUS and OCONUS locations. Through NAYS CYS offers; youth sports coaches certification, youth sports officials training services, parental sports education and marketing services, Start Smart Sports Development Program for Child Development Services, and on site and on-line educational forums on Army installations worldwide.

### **Parent and Outreach Services Programs**

- Parent Central Services: (Ages 0-18 years) Offers registration, enrollment, records transfer, parent education classes, and babysitter training and referral services for Families. Includes CYS *Parent Advisory Council*, non-traditional outreach services, and *Parents On Site* volunteer program. Provides program information, sends eNews publications and messages and contributes to web sites of interest to parents.

- Kids On Site/Short Term Alternative Child Care: (Ages 6 weeks-12 years) Offers short term hourly child care for Families using/attending Command Sponsored events, e.g., Strong Bonds, Family Readiness Groups, Memorial Services, Yellow Ribbon Events etc. Provided by CYS employees in a variety of on and off post settings that may include Family and Morale, Welfare and Recreation facilities, Chapels, Armed Forces Recreation Centers, Hotels, Schools, Armories, etc. Parents remain on site or are immediately available in an adjacent facility. *[Kids On Site care is not offered in Vicenza. Care is offered through CDC 398, the Hourly Care facility.]*
- Kids At Home: (Ages 6 weeks-18 years) Offers non-traditional outreach services to support Families with children/youth whose primary care/educational setting is in their own home. Includes *imAlone* classes for enrolled children (11-15 years) whose parents have determined that they can be home alone during out of school hours, and *Home School Services*, e.g., use of CYS tech labs, multipurpose rooms, homework centers, instructional programs for educational purposes during school hours (when facilities are not in use) by children/youth who are home schooled and accompanied by their parents.
- Parents On Site/Parent Co-Ops: (Ages 6 weeks-12 years) Offer support services for the operation and management of parent co-ops that exchange babysitting services, infant/toddler playgroups, short term care in unit settings by Family members in one unit or organization for similar services at a future agreed upon time with Family members in another unit or organization. Care is provided by parents with CYS staff assistance and operations are subject to *DoD Certification*.
- Trained Babysitters: (Ages 6 weeks-12 years) The American Red Cross offers a Babysitters course providing formal training for teens and adults who would like to provide short term hourly child care in Families' own homes. Training covers skills needed to safely and appropriately care for children and includes First Aid and CPR, program activities and the "business" of babysitting. Trained sitters receive a certificate of completion and may be placed on the CYS' babysitter referral list available at Parent Central Services.
- SKIES*Unlimited* Instructional Program: (Ages 3 months-18 years) Offers range of out of school classes, e.g., music, dance, martial arts, gymnastics, and life skills designed to complement, expand, and support the academic, life skills, and athletic experiences children and youth have within Army CYS Programs and Schools. Provided by CYS employees and contract instructors in a variety of settings which may include Child Development Centers, School Age Programs, MWR and Community Facilities and Schools.

### **Deployment Support Services**

- DSS Respite Child Care for Deployed Contingency Operations of 180 days or longer: Offers respite child care for parents to give them temporary relief from child rearing duties and allows them time to take care of personal business. Families who qualify as Mission Level 1 deployment support are offered 16 hours per child, per month at no cost. Care begins 30 days before Soldier is deployed and ends 90 days after Soldier returns.
- Youth Technology Labs (YTLs): (Ages 6-18 years) Provide a safe, secure, and age appropriate place where children and youth can engage in technology-based activities and programs; both key to linking youth with their deployed parents and serving as a vital component of CYS Home Work Centers and Mobile Tech Labs that support geographically dispersed children and youth through Operation Military Kids.
- Child Behavior Consultants (MFLC): Provide on-site counselors in child and youth programs to offer non-medical, short term, situational, problem-solving counseling services to staff, parents, and children within CYS facilities, garrison schools and summer camps.



## Community Based Programs

- **Mission Youth Outreach: (Ages 6-18)** Partnership between Army CYS and Boys & Girls Clubs of America providing children from families of reserve and active duty personnel with a free membership at their local Boys & Girls Club. Reserve, National Guard, and Active duty youth need to be able to connect with other youth in similar situations. The partnership delivers physical, emotional, social, and cultural programs for military youth living in civilian communities. Mission: Youth Outreach supports military kids coping with the stress of having a parent or parents deployed by creating a network of youth who can empathize and help them cope with their new world of being suddenly “military.” Through a Joint Military Services initiative, military dependent children ages 6-18 can get pre-paid programs and services through their local Boys & Girls Clubs.
- **Army Affiliated CYS Programs: (Ages 6 weeks-18 years)** Offer Child Care and Youth Programs at rates comparable to the Garrison for Army Families living off-post in garrison catchment areas. Includes: *Army Child Care in Your Neighborhood* for children 6 weeks-5 years, *Army School Age Programs in Your Neighborhood* for children ages 6-12 years, and *Army Youth Programs in Your Neighborhood* for youth ages 13-18 years.
- Programs are centrally funded and managed through an Army enterprise contract with a Third Party Administrator that locates providers and administers the fee assistance program for parents using these services. Participating programs are generally in communities surrounding garrisons highly impacted by Army Transformation. Supplements, not replaces, Army operated on base Child and Youth Programs.
- **Army Sponsored CYS Child Care Programs: (Ages 6 weeks-12 years)** Offer child care for geographically dispersed Families where they reside. Includes *Military Child Care in Your Neighborhood (MCCYN)* for Active Component Families and *Operation Military Child Care (OMCC)* for Reserve Component Families throughout the ARFORGEN cycle. Also serves geographically dispersed Families of recruiters, ROTC, MEPCOM, and Corps of Engineers that live beyond reasonable commuting distance of military bases. Programs are centrally funded and managed through an Army enterprise contract with a Third Party Administrator that locates providers and administers the fee assistance program for parents using these services. Participating programs are available in 50 states, Puerto Rico and Guam. Supplements, not replaces, Army operated on base child care.

**School Support Services:** (Grades K-12) The purpose of School Support Services is to reduce the conflict between military mission requirements and parental responsibilities related to K-12 education. School Support Services provides a variety of programmatic strategies and resources to achieve this mission and to support academic success and wellness for Army children and youth.

- **School Liaison Officers (SLOs):** Have strong educational backgrounds and are located on each Army garrison. SLOs provide support to Garrison Commanders, Army Families and school districts. SLOs advise garrison command staff on matters related to schools; assist Army Families with school issues; communicate information and support services to Army Families and schools; support Army Families during school transitions; collaborate with school districts to build positive relationships and address issues that impact Army students; facilitate training for parents, schools, and garrisons; foster reciprocal transition practices among school districts and increase school transition predictability for Army Families.
- **Homeschool Support:** Provided to Families who choose to homeschool their children. SLOs gather and share policies and resources to help these families overcome unique challenges and barriers.
- **School Youth Sponsorship Programs:** Ease school transitions in CONUS and OCONUS schools. The Student2Student (S2S) programs are offered at both Vicenza Middle School and Vicenza High School.