



U.S. Army Child, Youth
& School Services

Fort Jackson CYS Services Parent Handbook



Updated May 2016

Dear Parents,

Welcome to USAG Fort Jackson and Fort Jackson Child, Youth & School (CYS) Services. It is our hope that CYS Services will be your first choice for child care and youth programs. You will find a wealth of information about our services, policies and procedures in this handbook which has been developed to provide an overview of what we have to offer and to answer many of the most common questions pertaining to our operations.

As an organization, we believe that open, continuous communication between parents and staff is critical to operating a quality program that meets the needs of you, our customer, your children and the Army. We ask you to make every effort to stay involved in your child's program. All CYS Services programs have an open door policy and you are invited to spend time in the program whether by eating breakfast, lunch or snack with your child and his/her peers, by sharing your talents or special skills or by just dropping in whenever you have the chance. Please share your comments, concerns and ideas. If we are doing something right, please tell us, so we may continue to do it. If we are not, let us know so that we can correct the situation as our goal is to make continual improvements in our programs. Working in partnership with you, we know that together we will make a difference in the life of your child and all children enrolled in our programs.

We recognize the fact that you are entrusting us with the care and development of your child during his/her formative years. It is our goal to earn and maintain that trust. In doing so, we pledge to provide your child with a safe and healthy environment with caring adults who are dedicated to fostering a positive self-esteem for all children and supporting each child's development into a caring, contributing citizen and leader of our community.

Thank you for choosing Fort Jackson CYS Services. If I can be of any assistance to you, please do not hesitate to contact me.

Respectfully,

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VISION

Benchmark for the nation; first choice for parents and youth.

MISSION

- ◆ *To support military readiness, recruitment, and retention by managing and delivering facility-based, home-based, and outreach services to eligible children and youth 4 weeks through 18 years of age, which help to reduce the conflict between mission and parent responsibilities.*
- ◆ *To provide year-round full day, part day, before and after school, hourly, seasonal and occasional programs and events with parent and youth input.*
- ◆ *Ensure inclusion of children and youth with special needs.*

PHILOSOPHY

We believe that a quality program is based on:

- ◆ *Providing an environment where children and youth can feel safe and secure at all times.*
- ◆ *Acknowledging that each child/youth is a unique person with an individual personality, learning style and background by planning for the specific needs of each child/youth based on formal and informal observations of children/youth and reciprocal feedback between the child/youth and staff and families. Planning for the needs of all children/youth based on knowledge of developmental theory and practice.*
- ◆ *Acknowledging that learning comes through involvement and that we learn best and retain knowledge longer when we have a need or desire to know. Learning takes place as children and youth interact with their world and become a part of the action in activities that meet their needs and interests. Children and youth gain satisfaction through solving problems, exploring, testing and achieving in environments that expect and support active learning.*
- ◆ *Acknowledging that adult recognition of a child's/youth's achievements and accomplishments is as important as providing the opportunity for the child or youth to achieve.*
- ◆ *Acknowledging that character counts by selecting staff that are sensitive and responsive to the needs of children/youth and families and provide opportunities for children/youth to establish a moral compass by making decisions and choices and reflecting on the consequences of those decisions and choices.*
- ◆ *Acknowledging staff responsibility for connecting with children and youth and ensuring that children/youth are provided with opportunities and are supported in developing peer friendships.*
- ◆ *Acknowledging the uniqueness of each family and recognizing the significance of its culture by learning about families and their cultures; encouraging families to express their cultures within the program; supporting children and youth in following the customs of their culture and encouraging them to accept others and celebrate diversity.*
- ◆ *Acknowledging that after school programs are intended to complement the school day not extend the school day by providing programs and activities that expand children's/youth's horizons through opportunities that are structured and unstructured, but most of all "fun".*

GOALS

- ♦ *To provide our parents with the peace of mind that comes from knowing that their child/youth is safe and secure in an environment where the adults value and support each individual's development.*
- ♦ *To enhance each child's/youth's development by providing a stimulating environment with activities which meet his/her individual needs and interests.*

PROGRAM OVERSIGHT AND ACCOUNTABILITY

Child, Youth & School (CYS) Services Programs at the Garrison are organized as a Division under the Directorate of Family and Morale, Welfare and Recreation. Department of Defense Instructions and Army regulations and policy govern the operations of CYS Services programs. The CYS Services Coordinator is responsible for oversight of all CYS Services Programs and provides first line supervision of all Program Directors and special staff. The cornerstones of the CYS Services operations are quality, availability, affordability and accountability.

In addition to the oversight provided by the CYS Services Coordinator, Garrison level proponent agencies (Safety, Fire, Preventive Medicine, and Army Public Health Nurse) also monitor and inspect CYS Services Programs for health and safety compliance on a monthly or quarterly basis. Annually, the Garrison Commander convenes three inspections of all CYS Services Programs on the installation. These evaluations are referred to as a Multi-Disciplinary Team Inspection (MDTI), a Comprehensive Fire, Facility and Safety Inspection and a Comprehensive Health and Sanitation Inspection. The MDTI includes other proponent agencies (such as Financial Management Division and the Civilian Personnel Advisory Center), outside professionals and parents. Parent input to this evaluation is solicited by a parent representative from each CYS Services program. You can participate in the evaluation by volunteering to be the parent representative for your child's program or by completing the Parent Questionnaire distributed during this inspection. At the conclusion of any of the inspections, CYS Services Programs develop a plan to correct any identified deficiencies. This plan is forwarded to Army level and reviewed for compliance at that level. An additional annual inspection is conducted by a team of individuals from our higher headquarters and is referred to as the Army Higher Headquarters Inspection (AHHI). The AHHI is unannounced. Upon conclusion of the AHHI, the Garrison submits a Corrective Action Plan and must correct all findings within a 60 day period or request and receive approval for an extension, equivalency or waiver. Department of Defense Certification of CYS Services Programs is contingent on the AHHI and completion of the Garrison CYS Services Corrective Action Plan.

PROGRAMS

Parent and Outreach Services (P&OS)

• **Parent Central Services:** (Ages 0-18 years) Offers registration, enrollment, records transfer, parent education classes, and babysitter referral services for Families. Includes CYS Services *Parent Advisory Board*, and non-traditional outreach services. Provides program information, sends messages, and contributes to web sites of interest to parents and the CYS Services Facebook page.

• **Kids on Site:** (Ages 6 weeks-12 years) Offers short term hourly child care for Families attending Command Sponsored events (e.g., Strong Bonds, Family Readiness Groups, Town Hall meetings, etc) or other activities such as religious services. Provided by CYS Services employees in a variety of on and off post settings which 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 and able to meet the unanticipated needs of their own children. Organizations who wish to take advantage of Kids on Site during their meetings may make arrangements through Parent & Outreach Services. Coordination must be made at least 2 weeks prior to the event. Contact the Kids on Site Specialist at 751-5384 during regular office hours for further information or to schedule KOS for your community event.

- **SKIESUnlimited Instructional Program:** (Ages 3-18 years) Offers a 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 Services Programs and Schools. Provided by CYS Services employees and contract instructors in a variety of settings which may include Child Development Centers, School Age Centers, Youth Centers, Family and MWR and Community Facilities, and Schools.

- **CYSitters:** (Ages 6 weeks-12 years) Offers formal training for teens and adults who provide short term hourly child care in a Family’s 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 CYSitters receive a certificate of completion and wallet card and may be placed on the CYS Services’ babysitter referral list.

- **School Liaison Officers (SLOs):** Serve as primary advisor(s) to Garrison Command staff on school matters impacting children of Soldiers assigned to the installation. Work closely with local school personnel to identify and resolve issues that impact transitioning military students, serve as ombudsmen between military Families and schools during in and out processing periods, link students and Families to education and post-secondary resources and opportunities and support implementation of the Interstate Compact on Educational Opportunities for Military Children.

- **Volunteer Management:** Parents who are interested in volunteering in CYS Services Programs should contact Parent & Outreach Services. This includes individuals interested in coaching youth sports or working four (4) or more hours a week on a regular basis in any CYS Services program. Parent & Outreach Services staff will outline volunteer requirements and initiate the necessary background clearances.

CYS Services’ Facility Based Programs

- **Child Development Centers (CDCs):** (Ages 6 weeks-5 years) Offers on-post full day care, part-day care, hourly care, extended hours care to include the *Strong Beginnings* Pre-Kindergarten program. Care is provided by trained staff and operations are subject to Department of Defense (DoD) Certification.

Full day care is contracted care over 5 hours daily not to exceed 12 hours a day for a five day period, normally Monday through Friday.

Part day care is contracted care up to 25 hours per week, normally no more than 5 hours per day, 5 days per week.

Hourly care is care offered in one-hour increments requiring reservation for each use up to a maximum of 25 hours per week. Fort Jackson provides hourly care the 1st and 3rd Friday evenings popularly referred to as Parent’s Night Out. Special Openings can also be arranged with one of our Child Development Centers.

Extended hours care (We’ve Got You Covered) is care that exceeds 12 hours per day or requires evening, night or weekend services. This care is for Active Duty Military with an exception to policy supported by a command issued memorandum verifying the mission related requirement. Evening and weekend hourly care is provided on a space available basis.

Strong Beginnings is offered as a part day option or with wrap around care. It is a 4 year old preK program for children who turn 4 each year by 1 September. *See More About Strong Beginnings under Curriculum and Programming.*

- **School Age (SA) Centers (aka Child Development Centers):** (Ages 6-12 years) Offers before and after school programs during the school year, full day care on school out days, holidays and closures, summer camp, extended care, occasional use (hourly care) and night/weekend activities year round.

Care is provided by trained staff and operations are subject to DoD Certification. Based on the local school configuration, school age care at Fort Jackson is limited to children in Kindergarten through Grade 5.

Before/after school care is care provided during the school year for children whose parents need care on a regular basis each day before school starts and/or after school lets out for their children in Kindergarten through 5th grade.

Full day care is provided on school out days and holidays (spring and winter break).

Summer camps are provided during the summer for children whose parents need care on a regular basis for their children who have completed Kindergarten through 5th grade.

Extended care (We've Got You Covered) is care that exceeds 12 hours per day (including the hours of school attendance) or requires evening, night or weekend services. This care is for Active Duty Military with an exception to policy supported by a command issued memorandum verifying the mission related requirement. Evening and weekend hourly care is provided on a space available basis.

Occasional use (hourly care) is provided during the after school program and on nights/weekends during open recreation. 4 hours of free occasional care is provided as part of the CYS Services registration for school age youth. Additional hours are provided up to 5 per week at the hourly care rate. Half day and full day rates are also available.

Night/weekend activities are offered for children in Kindergarten through school age year round.

- **Shared Centers (aka Child Development Centers):** (Ages 6 weeks-12 years) Offers on-post full day, hourly child care and extended duty day care to include the *Strong Beginnings* Pre-Kindergarten program for children ages 6 weeks – 5 years. Also, provides before and after school programs during the school year, full day care on school out days and during school vacations and closures, summer camp for children who have completed Kindergarten – 5th grade, extended care, occasional use (hourly care) and night/weekend activities year round for children in Kindergarten through 5th grade. Care is provided by trained staff and operations are subject to Department of Defense (DoD) Certification.

- **Youth Centers (YCs):** (Ages 11-18 years) Offers Middle School and Teen Programs before and after school, extended hours, weekends, evenings and school-out periods to include: sports, fitness and health options; life skills, citizenship and leadership opportunities; arts, recreation and leisure activities; plus, academic support, mentoring and intervention services in facilities designed for this purpose. Supervision and programming is provided by trained staff and operations are subject to DoD Certification.

Before/After School Program for youth in 6th through 9th grade is a regularly scheduled option that may include school drop off and pick up. While parents are not required to sign youth in/out of the program, they are expected to let the program know when their child will not be attending due to transportation issues. The program will contact the parent if the child is not in attendance or does not arrive at the bus pick-up location. The youth must be swiped in and out of the program for accountability.

Extended hours (We've Got You Covered) is care that exceeds 12 hours per day (including the hours of school attendance) or requires evening, night or weekend services. This care is for Active Duty Military with an exception to policy supported by a command issued memorandum verifying the mission related requirement. For middle school & high school youth needing these services, please contact the MS/T Program Director at 803-751-6387/3977 so arrangements can be made to serve meals to your youth.

Open Recreation for youth in 6th through 12th grade. Open recreation is a generic term for participation in Middle School & Teen programming. It is not a substitute for supervision needed or desired by parents working or out of the home on a regular basis. Middle school youth needing supervision while parents are at work should be enrolled as regularly scheduled participants in the Before/After School program. Open recreation includes participation in activities being offered each day within four program areas: (1) Sports, Fitness and Health; (2) Arts, Recreation and Leisure; (3) Life Skills, Citizenship, and Leadership; and (4) Mentoring, Education and Support Services. There is no limit to the number of hours of open recreation that a middle school or high school youth may use. So whether it's a game of pickup basketball, game tournaments, a night out at the movies, shopping until you drop, or a variety of other activities/events, the Youth Center is the place to be.

Home Based Programs

- **Family Child Care (FCC) Homes:** (Ages 4 weeks-12 years) Offers 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.

CYS Services Programs in Alternative Settings



- **Youth Sports & Fitness Programs:** (Ages 3–18 years) Offers 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 Services employees and volunteer coaches in a variety of settings including Youth Centers, Family and MWR Facilities, Schools, community fields and facilities. The Youth Sports & Fitness staff are home-based in the Youth Center. For information on program options, see the section on Curriculum and Programming.

- **Get Fit...Be Strong:** A comprehensive health, fitness and wellness campaign in an effort to increase children and youth's physical activity and teach them healthy lifestyle techniques. The "*Get Fit, Be Strong*" initiative is executed in School Age Care, Middle School/Teen Programs (MST), and Child & Youth Sports & Fitness (CYSF). All children and youth enrolled in SAC, MST, and CYSF have daily opportunities to participate in self-directed and staff-facilitated physical fitness activities while earning recognition from the President's Challenge Physical Activity & Fitness Awards Program. CYS Services staff and parents will also be able to participate in this initiative, thus setting great examples and serving as role models for children and youth.
- **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 Services 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.



- **Workforce Preparation Program** (Ages 15-18 years): A program for 14-18 year olds which provides teens with an opportunity to work in the Youth Center and other Morale, Welfare and Recreation facilities. Youth attend workforce preparation classes, take college tours and receive minimum wage while in the program.

CYS Services School Support Programs

- **Student to Student (S2S):** (9th–12th grades) Offers student-led and faculty sponsored school-based peer support program for mobile military students transitioning in and out of schools with large military student populations. Provided by the Military Child Education Coalition through

a centrally funded Army enterprise contract. The S2S high school program has three modules that reflect individual uniqueness of their campus, student body, and community. Each module is designed to assist students in three distinct areas: Finding Your Way, Academics and Relationships. The following high schools in the Fort Jackson area offer the S2S program: Blythewood High School, Richland Northeast High School, Ridgeview High School, and Spring Valley High School.

- **Jr Student to Student (JS2S):** (6th–8th grades) Offers the Middle School component of the S2S™ program at schools with large military student populations. Provided by the Military Child Education Coalition through a centrally funded Army enterprise contract. The following middle schools in the Fort Jackson area offer the JS2S program: Dent Middle School, Kelly Mill Middle School, Longleaf Middle School, Summit Parkway Middle School, and Blythewood Middle School.

- **Tutor.Com:** (K-1st Yr College) offers free, online tutoring services to dependent children of active duty Army personnel, dependent children of deployed Army National Guard personnel, dependent children of deployed Army Reserve personnel, dependent children of Army Wounded Warriors/Survivors, inactive/part-time Army National Guard personnel and their dependents and inactive/part-time Army Reserve personnel and their dependents. Tutoring services are accessible 24/7 at <http://www.tutor.com/military>.

- **Adopt-a-School Program (AASP):** Adopt-A-School is authorized in accordance with Army Regulation (AR) 360-1, *Community Relations*. Adopt-A-School activities are conducted to increase public awareness of the Army's mission and to foster good relations with the local communities. Adopt-A-School is an initiative of Partnerships in Education (PiE). There are currently 33 schools, within a 20 mile radius of Fort Jackson, that have been “adopted”.

CYS Services Through National Youth Serving Organizations



- **Character Counts:** (Ages 3-18 years) Offers ethical behavior training that encourages dialogue about life issues, analysis of personal belief systems, and application of ethical and moral principles to everyday activities. Character Counts is emphasized in all CYS Services Programs.

- **4-H Clubs:** (Ages 6-18 years) Offers 4-H experiences in fine arts, photography, technology and citizenship/community service on and off post. Youth participate in local, county, state and national 4-H opportunities. Training and materials are provided through an enterprise relationship with the US Department of Agriculture National 4-H Headquarters. 4-H clubs are offered at the Imboden Street CDC, the Imboden Street School Age Center, the Hood Street School Age Center and the Youth Center.



- **Boys & Girls Clubs of America (BGCA):** (Ages 6-18 years) Offers BGCA programs and experiences as part of core programming in Army School Age and Youth Programs through an enterprise relationship with the National Office of Boys & Girls Clubs of America. Youth participate in programs promoting success in school, healthy living, skill development, creative arts, sports and fitness, and exploring vocational choices. Fort Jackson has four Boys & Girls Club units: Youth Center, Imboden Street Child Development Center, Imboden Street School Age

Center and the Hood Street School Age Center.

CYS Services Enterprise ARFORGEN Initiatives

- **“Give Parents a Break”** Offers respite child care for parents to give them temporary relief from child rearing duties and allows them time to take care of personal business. Families are offered 16 hours per child, per month at no cost beginning 30 days before Soldier is deployed and ending 90 days after Soldier returns. Respite care may be used at any Fort Jackson facility that offers hourly child care.

• ***“We’ve Got You Covered”*** Offers extended hours in designated CYS Services operations to ensure child care is available for enrolled full day and before/after school children at no additional cost to Soldiers who have mission requirements beyond normal duty hours. Extended care services are currently available at the Imboden Street Child Development Center.

• ***Child/Youth Behavioral Consultants:*** Provides on-site counselors in child and youth programs who offer non-medical, short term, situational, problem-solving counseling services to staff, parents, and children within CYS Services facilities, garrison schools, and summer camps. You can reach a Child/Youth Behavioral Consultant assigned to Fort Jackson at the following number (803) 465-7290/7289.



• ***Youth Technology Labs (YTLs):*** (Ages 6-18 years) Provides 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 Services Homework Centers.

FACILITIES (LOCATIONS, PHONE NUMBERS, INFORMATION, OPERATING HOURS AND SERVICES)

Child, Youth & School Services Administrative Offices

Location: Bldg 3392, Magruder Avenue

Phone: 803-751-3770

Operating Hours: Monday – Friday, 7:30 am – 4:30 pm.

Services: Office of the CYS Coordinator & Support Staff, Parent & Outreach Services to include Parent Central Services and School Support Services..

Scales Avenue Child Development Center

Location: Bldg 4581, Scales Avenue

Phone: 803-751-6221/6230

Operating Hours: Monday – Friday, 5:00 am – 6:30 pm.

Services: Full day care, Strong Beginnings Part Day and Strong Beginnings with Wrap Around Care, Hourly Care beyond the hours of the Hood Street Child Development Center

Hood Street Child Development Center

Location: Bldg 4585, Hood Street

Phone: 803-751-1970/1972

Operating Hours: Monday – Friday, 7:30 am -5:30 pm; 1st and 3rd Fridays from 6:00 pm – 11:00 pm.

Services: Part Day Care, Hourly Care, Parent’s Night Out and Special Openings.

Imboden Street Child Development Center (Boys & Girls Club, Unit 4)

Location: Bldg 5979, Imboden Street

Phone: 803-562-5901

Operating Hours: Monday – Friday, 4:00 am – 9:00 pm

Services: Full Day Care and Strong Beginnings with extended hours (We’ve Got You Covered), Before and After School Care with extended hours (We’ve Got You Covered) and Summer Camp with extended hours (We’ve Got You Covered).

Imboden Street School Age Center (Boys & Girls Club, Unit 3)

Location: Bldg 5978, Imboden Street

Phone: 803-562-2022

Operating Hours: Monday – Friday, 5:00 am – 6:30 pm; Additional school age hours include 1st and 3rd Fridays from 6:30 pm – 9:00 pm and Saturdays from 12:00 pm – 6:00 pm.

Services: Full Day Care for children 6 weeks to 4 years, Before & After School Care with transportation to/from select Richland District I Schools and Fort Jackson Schools for children in kindergarten through grade 5 and Summer Camps.

Hood Street School Age Center (Boys & Girls Club, Unit 2)

Location: Bldg 5614, Hood Street

Phone: 803-751-9802/9806

Operating Hours (Summer and School Out Days): Monday – Friday, 5:00 am – 6:30 pm.

Operating Hours (School Year): Monday – Friday, 5:00 am – 8:30 am; 2:30 pm – 6:30 pm.

Services: Before and After School Care and Summer Camps with transportation to/from select Richland District II Schools for children in kindergarten through grade 5.

Lee Road Child Development Center

Location: Bldg 4680, Lee Road

Phone: 803-751-5853/5819

Operating Hours: Sunday – Saturday, 24 hours a day.

Services: We've Got You Covered - Around the clock care for shift workers, evening/overnight care for Soldiers with mission related child care needs and weekend care for individuals with child care needs for children, 6 weeks to middle school. Full day contracts or on a reservation basis.

Family Child Care Homes

Location: On & Off Post

Phone: Contact Lee Road CDC

Operating Hours: Vary by home

Services: Full day, part day and hourly care. Some providers also offer extended hours, overnight and weekend care.

Youth Center (Boys & Girls Club, Unit 1)

Location: Bldg 5975 Chesnut Road

Phone: 803-751-6387/1136

Facility Operating Hours (School Year): Monday – Thursday, 2:30 pm – 9:00 pm; Friday, 2:30 pm – 10:00 pm, Saturday, 1:00 pm – 1:00 pm; and Sunday, 2:00 pm – 6:00 pm.

Facility Operating Hours (Summer and School Out Days): Monday – Thursday, 6:00 am – 9:00 pm; Friday, 6:00 am – 10:00 pm, Saturday, 1:00 pm – 10:00 pm; and Sunday, 2:00 pm – 6:00 pm

Program Operating Hours: Vary by program. Please confirm hours for individual programs with management staff.

Services: After school programming, open recreation, evening and weekend extended care (arranged on a case by case basis) and summer camps. Also, home base for the Youth Sports & Fitness staff.

Youth Sports & Fitness

Location: Bldg 5975, Chesnut Road

Phone: 803-751-7451/5040

Office Hours: Monday – Thursday, 10:00 am – 7:00 pm

Program Operating Hours: Vary by sports season and sport. Please confirm hours for individual programs with management staff.

Services: Team Sports, Individual Sports, Outreach, and Health and Fitness.

SKIESUnlimited & Family Programs

Location: Bldg 6100, Chesnut Road

Phone: 803-562-5915

Operating Hours: Based on current class offering for martial arts, jujitsu, gymnastics, ballet and dance.

Services: SKIESUnlimited Instructional Programs in martial arts, gymnastic, dance and other offerings as advertised.

ELIGIBILITY FOR SERVICES

Active duty military personnel, APF and NAF DOD civilian personnel, reservists on active duty or during inactive duty personnel training, and employees of Department of Defense contractors are eligible to use CYS Services. Retired military personnel are eligible to use youth programs. Child care programs are provided for retirees on a space available basis. Reserve and National Guard not on active duty may participate on a space available basis in Youth Sports & Fitness Programs. Non-affiliated civilians are eligible to use SKIES *Unlimited* Programs on a space available basis when it is in the interest of the Army. Acceptable proof of eligibility is a military or family member ID card, a civilian ID card or a letter from a supervisor indicating employment on the installation (DOD contractor or AAFES).

DIVERSITY AND NON-DISCRIMINATION POLICY



Diversity makes Child, Youth and School Services stronger. To derive the most from that diversity, every individual must be encouraged and enabled to reach his or her full potential whether parents, children or staff. We are all expected to live by the Army values and model those values in our daily life. As an organization, our management staff is committed to attracting and recruiting the very best and to creating an environment where every individual's contribution is valued and respected. We will foster an environment that respects the individual's worth based on his or her performance and/or contributions regardless of race, gender, or creed and that values uniqueness, different perspectives, and talent. We are committed to the fair, equal, and ethical treatment of every individual (staff, parent and child) and

will not tolerate discrimination against any person(s) because of race, color, national origin, gender, age, or disability. Please let us know immediately if you feel you have been discriminated against due to race, color, national origin, gender, age or disability. If disabled or if your child is disabled and you encounter any issues with access to facilities or services, please let us know as it is our intent to comply with the American with Disabilities Act.

REGISTRATION PROCEDURES

Registration is completed at Parent Central Services on a reservation (803-751-4865/4824) or walk-in basis.

Room C01, Joe E Mann Center
Building 3392, Magruder Avenue (corner of Gregg Street)
Mondays, Wednesdays & Fridays - 7:30 am to 4:30 pm
Tuesdays and Thursdays – 7:30 am to 6:00 pm
(Office is open during lunch time hours)

Registration can be initiated at <https://webtrac.mwr.army.mil/webtrac/Jacksoncymys.html> but will still require a visit to Parent Central Services as original signatures are required on some paperwork.

Registration requires complete and current information. There is currently no cost for registration.

Registration requirements:

- ◆ Proof of eligibility
- ◆ Up to Date Immunization Records (with the exception of youth in 6th – 12th grade)
- ◆ Health Screening Tool
- ◆ Medical Action Plans, if applicable
- ◆ Work/Home/Cell Telephone Numbers
- ◆ 2 Local emergency designees and their contact information

- ◆ Current LES/pay voucher for sponsor and spouse (when registering for a program with fees based on total family income)
- ◆ Health Assessment (due within 30 days of registration)
- ◆ Current Sports Physical (due prior to season start and less than 12 months old at the end of the Sports season)
- ◆ Family Care Plan (due within 30 days for single military or dual military sponsors)

Registration must be updated annually for uninterrupted continuation of services.

Accommodating Children with Special Needs – Multi-disciplinary Inclusion Action Team (MIAT)

Parents must identify children with special needs at the time of registration. Children with special needs are mainstreamed in CYS Services programs on a case-by-case basis after a full assessment of the child's needs and a determination as to the program's ability to meet those needs with reasonable accommodation. If your child has special needs, you may be required to attend a Multi-disciplinary Inclusion Action Team (MIAT) meeting prior to placement of your child in a CYS Services Program. The MIAT is a multi-disciplinary team that will consider your child's needs and the ability of our programs to meet those needs with reasonable accommodation. The team's goal is to place each child in the safest, least restrictive and most appropriate environment. Please note that the child/youth must be able to be mainstreamed without requiring a change in the program's staff to child ratios.

As a parent, your participation on the team is critical. The more information that you can share about your child's needs, the more likely the placement decision will be successful. Placement decisions include a discussion of how your child's needs will be met to include program adaptations, if any, and specialized training of staff, if warranted. If your child has an IEP or IFSP, please bring that information with you to the team meeting. It is our intent to support the goals and objectives of the IEP or IFSP in our programs, if possible. Children/youth are accepted on a trial basis. Both program staff and parents/guardians may request a case review if the placement is experiencing roadblocks to success. The MIAT may deny placement if the child's needs cannot be met in a CYS Services setting with reasonable accommodation or if the child/youth is a danger to themselves or others. For more information, contact Parent Central Services at 803-751-4865/4824 or the Army Community Service Exceptional Member Program Coordinator at 803-751-5256.

Medical Action Plans

Medical Action Plans (MAPs) are required when a child/youth with a medical condition is enrolled in a CYS Services Program and the presenting medical condition may require CYS Services staff to implement medical procedures such as nebulizer treatment, EpiPen injection, monitoring of blood sugar levels, or responding to seizure activity. The Medical Action Plan must be completed and signed by the child's/youth's primary care provider (physician, physician assistant or nurse practitioner) and be maintained on site at the Program in which the child/youth is enrolled. Medical Action Plans must be updated annually based on the date signed by the child's/youth's primary care provider. If a child's/youth's condition changes and they no longer need a Medical Action Plan, a signed statement from their primary care provider is required for our records. Parents may access MAPs at <https://webtrac.mw.army.mil/webtrac/Jacksoncyms.html> by signing in as a guest and following the forms-link to SNAP Documents.

Respiratory Medical Action Plan Required if your child/youth has a medical condition that requires use of an Inhaler or nebulizer of any type.

Allergy Medical Action Plan Required if your child has an allergy of any type (food, environmental, other) that requires the use of Benadryl, EpiPen or inhaler.

Special Diet Statement Required for children/youth with food allergies or other food restrictions. The Special Diet Statement should indicate what foods need to be withheld, what foods should be substituted, what the reactions are if the child ingests the food, and what the treatment plan is if the child ingests the

restricted food. Suitable substitutions served at the programs are provided on the reverse side of the form.

Seizure Medical Action Plan Required if your child has seizures. If your child has febrile seizures and the staff will be administering Tylenol or Motrin, the Seizure Medical Action Plan and the prescription label must be consistent. They must indicate at what temperature the medication should be given (e.g. 99.0 degrees Fahrenheit).

Diabetes Medical Action Plan Required if your child has diabetes and blood sugar monitoring is required on site in a CYS Services program.

General Medical Action Plan Required for all other children/youth with special needs where CYS Services program staff are expected to implement a health care practice on the part of the parent.

Transitioning to/from Fort Jackson

If you are arriving at Fort Jackson and your child was enrolled at another Army installation, we may be able to import your household information from the losing installation to save you time during the registration process. Please let us know and we will check to see if your information has been exported by the losing installation. In addition, if you notify us when you are preparing to transition away from Fort Jackson, we will be happy to export your household information so that the gaining installation will be able to import it. You may still need to provide documentation of immunizations, health assessments and special needs forms, so carry those with you.

WAITING LIST MANAGEMENT

Definition of a Viable Space

A viable space is defined as any opening within the CYSS delivery system to include Child Development Centers, School Age Centers, Family Child Care Homes, Middle School Programs, Child Development Homes and Community Based Programs which provides the type of care needed but not the location desired.

Excess Demand Waiting List

The Excess Demand Wait List includes the number of children whose parents (military and civilian) request child care in any Army CYS Services operated or sponsored program for which no care is available. Children may be receiving care in one program (hourly care, part-day) and still be considered an excess demand for another program type (full-day). Children move from the excess demand waiting list to the preference for care sub-waiting list if they choose to turn down the viable option or accept care in a location that is not their preferred care option.

Preference for Care Sub-Waiting List

The Preference for Care sub-waiting list allows parents to wait for the specific location they prefer. Children on this list are receiving viable care in one system but prefer care in another system. Children on this list are not reported as excess demand. They have already waited on the excess demand list for the type of care needed based on their priority and are placed on this list based on the date they accepted or declined a viable care option. As vacancies come open in a system/location, the vacancy is filled from this list first and the vacated spot is filled from the excess demand list.

Projected Demand Sub-Waiting List

This list includes unborn children and children transferring to the installation. Unborn children are maintained on a Projected Demand Sub-waiting List by sponsor priority and date of application until born. They are not considered excess demand until birth. Children transferring to the installation whose parents have requested care prior to arrival are placed on the Projected Demand sub-waiting list. This list is maintained by sponsor priority for care and date of request for care. These children are not considered excess demand until arrival at the installation.

Waiting List Priority

Priorities for placement in CYS Services programs are as follows:

Priority 1a – Wounded Warrior

Priority 1b – Single CYS Direct Care Employee; CYS Direct Care Employee with a Working Spouse

Priority 1c – Dual Active Duty, Single Active Duty, Dual Active Guard/Reserve on Orders, Single Active Guard/Reserve on Orders, Dual Mobilized Guard/Reserve on Orders, Single Mobilized Guard/Reserve on Orders,

Priority 1d: Active Duty with a Working Spouse, Active Guard/Reserve on Orders with a Working Spouse, Mobilized Guard/Reserve on Orders with a Working Spouse

Priority 1e: Dual DoD Civilian, Single DoD Civilian

Priority 1f: DoD Civilian with a Working Spouse

Priority 1g: Surviving Spouse (Combat Related) Working

Priority 2: Active Duty with Spouse Seeking Employment, Active Guard/Reserve on Orders with a Spouse Seeking Employment, CYS Services Direct Care Employee with a Spouse Seeking Employment, DoD Civilian with a Spouse Seeking Employment, Mobilized Guard/Reserve on Orders with a Spouse Seeking Employment, Survivor Spouse (Combat Related) Seeking Employment

Priority 3: Active Duty with a Student Spouse, Active Guard/Reserve on Orders with a Student Spouse, CYS Services Direct Care Employee with a Student Spouse, DoD Civilian with a Student Spouse, Mobilized Guard/Reserve on Orders with a Student Spouse, Surviving Spouse (Combat Related) Student

Remaining on the Waiting List

Parents must update their information every 90 days to remain on the waiting list.

PROGRAM ENROLLMENT

Enrollment in a Regularly Scheduled Child Care or School Age Care Program

All enrollments in CYS Services regularly scheduled child or school age care programs are handled by Parent Central Services. Since fees are based on Total Family Income (TFI), these enrollments cannot be handled on line. During the enrollment process, your fees will be determined and you will be asked to sign a Program/Sponsor Agreement. This agreement identifies your fees and additional program policies. It also gives you the opportunity to identify any additional requirements for your child. Prior to leaving Parent Central Services, the individual assisting you will make arrangements for a program orientation and tour. We encourage you to take your child with you on the orientation and tour. This will allow you and your child to meet our staff, learn more about our policies and procedures and have any questions/concerns answered in advance. Don't forget to submit your Health Assessment (DA Form 5223-R) and Family Care Plan, if applicable, within 30 days to Parent Central Services to complete the process and avoid an interruption of service. Your registration must be updated annually for your enrollment to continue.

Hourly Child Care or School Age Care

Once you have completed registration, you can make your reservations for hourly child care. However, we still require an orientation and tour of the facility that you plan to use before you use our services for the first time. This ensures that you know what to expect the first time that you drop your child off for care and will allow you and your child to meet our staff, learn about our policies and procedures and have any questions/concerns answered in advance. Don't forget to submit your Health Assessment (DA Form 5223-R) and Family Care Plan, if applicable, within 30 days to Parent Central Services to complete the

process and avoid an interruption of service. Your registration must be updated annually for your enrollment to continue.

Sports Sign-Up

Sports Sign Up can be handled online at <https://webtrac.mwr.army.mil/webtrac/Jacksoncymys.html> or in Parent Central Services. If you sign up on line you will still need to submit the required Sport Physical before the start of the season and sign a Parent Code of Conduct. The Sports Physical must have been completed within the last 12 months and must be valid until the end of the season of play (less than one year old). Parent Central Services also has sample uniforms to assist you in selecting the appropriate size for your child. Some sports require submission of a copy of the child's birth certificate for proof of age.

Enrollment for Family Child Care

After registering with Parent Central Services, you will be provided with a referral for available spaces in Family Child Care homes on or off the installation that can meet your child care needs. Contact/visit the homes of the providers on your referral list. Make your selection, notify Parent Central Services and complete any outstanding paperwork. Receive a copy of your registration materials and provide them to your selected FCC provider prior to starting care. When you meet with the FCC provider, you should complete a Statement of Understanding, USDA Food Program Enrollment Form and a Sponsor/Program Agreement (DA For 5226-R). Don't forget to submit your Health Assessment (DA Form 5223-R) and Family Care Plan, if applicable, within 30 days to Parent Central Services to complete the process and avoid an interruption of service. Your registration must be updated annually for your enrollment to continue.

What Should I Bring for My Child?

All ages:

- ◆ Appropriate outer clothing for the weather i.e. coat, jacket, mittens and hat. Children go outside daily, weather permitting.
- ◆ Rescue medications and equipment, if applicable.

For infants and toddlers:

- ◆ Infant food and formula, if desired (see information under Food & Nutrition).
- ◆ Diaper bag or back pack with your child's name clearly marked.
- ◆ Two changes of clothing,
- ◆ Sufficient diapers (enough for at least one per hour of care)
- ◆ Wipes, if desired. Our programs do not provide wipes but do have single use paper towels available.

For children who are potty training:

- ◆ Diaper bag or back pack with your child's name clearly marked
- ◆ Two or more changes of clothing and one change of shoes
- ◆ Enough pull-ups or training pants to accommodate your child's stage of potty training.
- ◆ Wipes, if desired. Our programs do not provide wipes but do have single use paper towels available.

For children under 5:

- ◆ You are welcome to bring a comfort item (i.e. a favorite soft toy or blanket). Personal blankets will be sent home every Friday for laundering. Infants are not allowed to sleep with blankets or soft items.
- ◆ Family photographs. (Seeing pictures of familiar faces will reduce your child's separation anxiety.)

For pre-school children:

- ◆ Back pack with your child's name clearly marked
- ◆ One change of clothing

For school age children:

- ◆ Back pack with appropriate school materials
- ◆ Special supplies needed to complete homework.
- ◆ Change of clothing (optional)

RESERVATION POLICIES AND PROCEDURES

Hourly Reservations

Parents may make reservations for hourly care up to 30 days in advance. Before reservations can be confirmed, all required information must be present in the child's file (i.e., immunizations, health assessment.) Reservations may be made by contacting the program telephonically or online at <https://webtrac.mwr.army.mil/webtrac/Jacksoncyms.html>. We encourage parents to make their reservation at least 24 hours in advance. However, we will accept last minute reservations as long as sufficient staff and space are available. If you have an emergency, please ask to speak to a director.

Hourly reservations are available at the following facilities: Hood Street Child Development Center (for weekday hours), Scales Avenue Child Development Center (for weekday hours), Imboden Street Child Development Center (for evening hours), Imboden Street School Age Center (for children attending Fort Jackson Schools in Kindergarten through 5th grade only), and Lee Road Child Development Center (for evening and weekend hours).

Making Reservations During Meal Times

When you make your reservations for hourly child care, please take into consideration the meal times. Children should be in the classroom at the start of the meal time to be served a meal and the reservation for care should extend beyond the meal time to allow the child to enjoy the meal without being rushed.

Arrival for Care

If you arrive prior to your reservation time, we will accept your child(ren) as long as we have sufficient space and staffing to do so. We recommend calling in advance if you find that you need your reservation earlier than you anticipated. If you arrive more than ½ hour late for your reservation, you will be charged from the starting time of your reservation. If you arrive more than 1 hour late, your reservation is subject to cancellation and your space may be released to someone from our waiting list.

Canceling Your Reservation

Reservations must be cancelled by close of business the day prior to the scheduled reservation. Reservations cancelled by that time will result in no charge to your account. If you do not cancel your reservation the day prior, a fee equivalent to two hours of care will be charged to your account. For an early morning reservation, you may cancel by contacting the center prior to your reservation start time or for the Hood Street CDC, leave a message on the voice mail at 803-751-1970.

After School Pick Up and Hourly Care

If you have a child attending an on-post school, you may make hourly reservations and request pick up from school. Transportation from off post schools is not available in conjunction with hourly care. Your reservation must be made at least 24 hours in advance for the program to arrange transportation. Reservations for hourly care that includes pick-up will be assessed based on the time the children are picked up from school. The Hood Street CDC provides hourly care for children attending Pierce Terrace School in prek, kindergarten or first grade. The Imboden Street School Age Center provides hourly care (occasional use) for children in 2nd through 5th grade. You must inform the school that Child, Youth & School Services will be picking up your child. If your child does not report to the designated meeting area, CYS Services personnel will notify school officials and their program director or designee. A school official or the director/designee will contact you. It is critical that you remember to cancel your reservation and inform the school and our program, if your plans change.

School Age children using the Imboden Street School Age Center for occasional care (hourly care) receive 4 free hours monthly during the school year and weekend open recreation services as part of their CYS Services registration. The occasional user free care is available for the after school program

only. Additional hours may be used up to a limit of 5 hours per week at the hourly cost per hour. Half day and full day rates are also available at the Imboden Street School Age Center.

Hourly Care for Evenings and Weekends

Hourly care for evenings and weekends is offered at the Imboden Street Child Development Center and the Lee Road Child Development Center. The earlier that you make your reservation, the more likely that the program will be able to accommodate your request. Reservations must be made by Wednesday for weekend care.

Weekend, Overnight Care and Holiday Reservations for Mission (We've Got You Covered)

Active duty FJ Soldiers with weekend, overnight care and/or holiday care mission requirements are requested to make their reservations as soon as practical but no later than 2 days prior for overnights, the Wednesday prior for weekend care and 5 days prior for holidays. If you have an emergency situation that precluded your ability to meet these deadlines, please contact the Lee Road CDC Director at 751-5853/5819. Each reservation for holiday and overnight care must be accompanied by a memorandum from your Commanding Officer. The Lee Road Child Development Center only stays open on a federal holiday or overnight if care is needed by a Soldier to accomplish his/her mission.

Special Openings

If your organization is planning a special event or function and needs child care, you can make arrangements for a Special Opening at one of our facilities. Normally the Hood Street Child Development Center provides the care as it is well-equipped to meet the needs of a wide range of children and is able to accommodate a larger range of hours. However, depending on the size of your group another facility may need to be used. We suggest that you start by contacting the Hood Street CDC Director at 803-751-1971 to discuss your needs and reserve the date/time. If your needs cannot be accommodated at the Hood Street CDC, the Director will refer you to a location which can meet your needs.

PROGRAM CLOSURES

Holidays

CYS Services Programs are closed on all Federal Holidays and any unscheduled Presidential Executive Order holiday with the exception of the Lee Road Child Development Center which remains open if they have reservations for mission related extended hours care. The ten holidays are: New Year's Day (January 1st), Martin Luther King, Jr.'s Birthday (3rd Monday of January), Presidents' Day (3rd Monday of February), Memorial Day (Last Monday of May), Independence Day (July 4th), Labor Day (1st Monday in September), Columbus Day (second Monday of October), Veteran's Day (November 11th), Thanksgiving Day (4th Thursday of November), and Christmas (December 25th).

Inclement Weather

Inclement weather closures once determined will be publicized on the Fort Jackson facebook page (<https://www.facebook.com/fortjackson>) and the Family and MWR facebook page (<https://www.facebook.com/pages/Fort-Jackson-FMWR/162484245597>). The Lee Road Child Development Center will open on inclement weather days when the post is closed or operating on a delayed schedule to provide child care for children of emergency essential personnel ONLY. All other programs will open for children of non-essential personnel ½ hour before the scheduled opening of the post. For example, if the post opens at 10:00 am, CYS Services programs will open at 9:30 am. If a program closes early due to inclement weather, notification will be handled through the Emergency Operation Center and by telephonic contact with parents/guardians.

Other Emergencies

If for any reason, it becomes necessary to close a facility for health/safety reasons such as air conditioning or heat outage, parents/guardians will be notified through the Emergency Operation Center and by telephonic contact. Emergency essential personnel will, upon request, be placed at another CYS Services facility, if available.

If a long term evacuation is required at a CYS Services facility, the children will be transported to a safe area and notification of their location will be publicized through the Emergency Operation Center and by telephonic contact with parents/guardians. Children of emergency essential personnel will be placed at another CYS Services facility upon request, if available.

If an emergency occurs and the program is on lock down and sheltering in place, the doors to the facility will be secured and no one will be allowed to enter or leave the building.

SECURITY AND CHILD ACCOUNTABILITY

Facility Access

Anyone entering a CYS Services facility will enter through a monitored entrance to the facility (normally the front entrance) and must stop at the front desk. All exterior doors to the facility which exit onto an unfenced area are locked and armed with intrusion alarm devices. This ensures that children are protected from access by individuals who have no valid reason for being in the facility.

Management will approve visitors to the facility on a case by case basis to ensure they have a valid reason for entering the facility or being in a child activity area (for example, delivery personnel, maintenance personnel, janitorial personnel, outside professionals, inspectors, etc). Visitors will sign for a visitor's pass and be accompanied by a staff member to their destination in the facility.

Parents should sign their child into the program using their swipe card before proceeding to a classroom. While parent access to their child's activity area is available at all times during attendance (Open Door Policy), parents are considered visitors at times other than drop off or pick up and must sign in at the front desk as a visitor, wear a visitor's pass and sign in as visitor in the classroom. In a Family Child Care Home, sign in and out is recorded on a sign in/out sheet at the entrance to the quarters.

Daily Admission/Departure

For safety purposes, children 5 and under in the Child Development Centers must also be signed in and out of their classroom. While this may seem inconvenient and a duplication of effort, the duplicate recording of the child's presence serves two separate but equally important purposes. The swipe at the front desk is critical should an emergency situation arise at the facility. Information from the automated system can be accessed from a remote site and would provide invaluable information for first responders. The classroom sign in and out is critical for our classroom staff in ensuring accountability for your child through-out the day and recording whom the child was released to at the end of the day. At the end of the day, the parent should proceed to their child's room and sign the child out before stopping at the front desk to swipe their child out of the facility.

In school age programs, parents should sign their child into the program using their swipe card and then sign the Child & Youth Management System (CYMS) roster located at the front desk. Upon departure, parents should first locate their child in the facility and then swipe their card upon exiting as well as signing their child out on the CYMS roster.

Child Release Procedures (Infants through 5th grade)

If a parent cannot pick their children up by the designated time for pickup, they should arrange to have a child release designee pick them up or arrange with the program to have the child(ren) remain in care.

If anyone other than a parent or legal guardian comes to a CYS Services program to pick up a child, the following applies:

- ◆ If the pick-up person is a child release designee noted on the child's record, the individual must present a valid picture ID (driver's license, military ID, etc.)
- ◆ If the pick-up person is not noted on the child's record as a child release designee, we must have written permission with a verifiable signature from a parent or legal guardian and the pick-up

person must present a valid picture ID (driver's license, military ID, etc.) before the child can be released.

- ◆ Telephonic permission alone is not acceptable. Written permission with a verifiable signature must be faxed or scanned after the telephonic contact.
- ◆ Children will not be released to siblings or other youth under the age of 13. Older siblings or youth sitters must be designated on the child's record as a release designee to pick up a child enrolled in a CYS Services program.

In order to deny access to a specified parent or guardian, a copy of a custody agreement or court restraining order must be on file in the child's record.

In instances where the parent/guardian or release designee appears to be under the influence of alcohol or drugs, or a child's well-being appears to be threatened in any way to include transportation without an appropriate child safety seat, the Military Police will be contacted to intervene and the program will not release the child until they arrive.

Updating Records

It is your responsibility to keep your child's record updated. Any change of address, duty assignment, emergency contacts and child release designees or telephone numbers must be reported. It is imperative that you keep your child's records accurate in the event of an emergency. You will be asked to review your child's record periodically to ensure that your contact information is up to date.

Confidentiality

We pledge that all parents can share information in the confidence that it will only be used to enhance the welfare of their children/youth. Program staff will request from parents only information about their child that ensures the program can provide high quality services to their family and will maintain confidentiality of verbal information and written records.

Information includes:

- ◆ Registration and enrollment forms
- ◆ Signed consents
- ◆ Correspondence concerning the child or family
- ◆ Reports or minutes from meetings concerning the child from other agencies
- ◆ Ongoing records of relevant contact with parents
- ◆ Observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters, incident or accident logs, care plans, behavior plans, etc.
- ◆ Verbal discussions with parents pertaining to services for the child and the child.

Child records/information are stored in Parent Central Services and in a secure area within the facility that your child attends. Upon request, parents have access to the files and records of their own children, but do not have access to information about any other child.

Release of Information

There are times when we are required to share information about a child or family concerning child/family protection issues. These times include: concerns about the welfare of the child (i.e. suffering significant harm) and concerns about serious harm to adults in the family (such as domestic violence or other matters relating to the welfare of the parents).

Children and family information may also be reviewed as a part of an inspection or accreditation visit but not released. This information review is only to determine if the program is meeting Army and DoD standards for certification or standards for national accreditation.

Adult:Child Ratios

For the health and safety of children enrolled in our programs, we implement the approved Army adult:child ratios and group sizes. Occasionally, a program may go over ratio temporarily due to children

arriving earlier than expected, a staff member illness or emergency or an urgent situation within the program. When this occurs we attempt to resolve it on site. If there are no extra staff on site, management staff will call in additional personnel. It is our intent to resolve these situations as quickly as possible and bring the ratios back to normal. When children are involved in an activity with a higher level of risk, we lower the ratios based upon a risk assessment.

Adult:Child ratios are as follows:

Infants: 6 weeks–12 months	1:4
Pre-toddlers: 13 months–24 months	1:5
Toddlers: 25 months–3 years	1:7
Preschool age: 37 months –5 years	1:10
Kindergarten: 5 years	1:12
School-age: 6 years–12 years	1:15
Teens: 13 years -18 years	1:15

Alternate Family Child Care Provider (Back-Up Care)

In the event a Family Child Care provider is unavailable to provide child care as scheduled, (such as, for a medical appointment or an upcoming vacation) an alternate provider may be able to meet your needs. Each FCC provider has another back-up provider to care for your child when she has an emergency. Parent Central Services also maintains a list of providers with current available space. If you need assistance in temporary placement, please call 803-751-4865/4824.

Supervision

Infants, pre-toddlers and toddlers (Infant – 36 months). Supervision will be by sight and sound. No child will be left unattended at any time, indoors or outdoors, asleep or awake. Staff will position themselves so that all children are within the sight of a member of the staff. Staff will communicate with one another before moving to a portion of the room that will hinder supervision of children in his/her care to ensure the other staff member provides the required supervision. Mirrors are used to improve direct supervision when staff is in a part of the classroom from which every child is not easily seen and heard or when the staff member must focus on the needs of an individual child.

Preschool (3-5 years). Supervision of preschool children is primarily by sight and sound with supervision by sound for short intervals (no more than 3-5 minutes). Supervision by sound is limited to children being in an area of the classroom that the staff member cannot see from their vantage point, such as retrieving an item from the cubby, while using the toilet (located within the room) or while retrieving items from another interest center and will be limited to no more than 3-5 minutes. No preschool child should be out of both sight and sound supervision. Staff communication and use of mirrors will be used to improve sight supervision when a staff member needs to move to a part of the classroom from which not every child is easily seen or heard or when staff must focus on the needs of an individual child.

School age children/youth (kindergarten and up). Supervision of children within the facility will be maintained at all times. However, children/youth are allowed to leave an area to use the restrooms or change activities. Staff must be cognizant of their whereabouts.

For supervision purposes, a child will be considered to be within sight and sound supervision during the time that he/she is working with a special education consultant approved by the parent/guardian.

Field Trips

Excursions away from our facilities are planned as an integral part of the curriculum and programming for children/youth, preschool age and above. Planning includes an assessment of risk and actions needed to mitigate risk. Ratios are maintained by paid staff and supplemented by volunteers. Ratios for high risk activities such as swimming are more stringent and considered during the risk assessment during the planning process. You will be notified and asked to sign a permission slip in advance for the time, date, and destination of each trip. You are always welcome on any excursion. If you do not want your child/youth to participate, we will attempt to find an alternative placement option for your child/youth. If

this is not possible, we will have to decline to accept your child/youth for services until his/her peers and staff return from the field trip.



Transportation

Our staff do not use personally owned vehicles to transport children/youth. They are trained to operate government vehicles to safely transport children/youth on and off post. A CYS Services bus or mini-bus is used for field trips when the destination is not within walking distance. CYS Services vehicle operators take a cell phone with them any time they are transporting children/youth so that they can stay in contact with the program. If for any reason, there is a problem with a vehicle during a trip, the vehicle operator will contact us and another vehicle will be sent out to transport the children/youth. We will notify you if for any reason return from a field trip is significantly delayed.

Alcohol and Tobacco Policy

No alcohol is permitted in CYS Services facilities or at CYS Services sponsored events. All CYS Services facilities are smoke free zones. A smoking area is designated outside each facility and is ideally out of the sight of children. Where it is not possible to identify a smoking area out of sight of the children, individuals smoking will attempt to block children's sight by turning their back or blocking view of the cigarette. School Age and Middle School & Teen programs offer opportunities to discourage youth involvement in smoking and use of alcohol.

Video Surveillance

The CYS Services Video Surveillance System (VSS) is a quality assurance mechanism for the organization, the government and Soldiers/parents. It is one element of a comprehensive child abuse prevention strategy that includes background checks, child abuse prevention and identification training, facility control, Line of Sight Supervision (LOSS), Child Abuse Risk Assessment Tool (CARAT), parent/legal guardian access through an Open Door policy, vision panels, etc. The CYS Services VSS is not intended to cover 100% of the facility, but rather supplement the processes already in place to ensure the safety and well-being of children/youth in our programs.

The CYS Services VSS is designed to: deter and reduce the risk of child abuse in CYS Services facilities; protect staff from unwarranted allegations of child abuse; provide Soldiers and parents with "peace of mind"; and support CYS Services management staff in the exercise of program oversight.

Personal Items

Children/youth should not bring personal items to the program unless requested by staff for a scheduled program activity. Personal toys often cause conflict. Personal items such as headphones, radios, game boys, CD's/DVD's, cell phones and other electronics may get lost or stolen. Child, Youth & School Services is not responsible for lost, stolen or broken items.

Lost and Found

All CYS Services facilities maintain a lost and found. If your child/youth misplaces something while at a program site, please contact the program director for assistance in locating the missing item. In some cases, we have been able to use the video surveillance system, if available, to track an item. Items added to the lost and found are donated to a charity if not claimed within 3 months.

If you lose something at a CYS Services hosted event and would like to know if it has been turned in, please contact Parent & Outreach Services at 751-4869. All items turned in are brought to the CYS Services Administrative Offices at Joe E Mann Community Center, Bldg 3392 Magruder Avenue.

HEALTH

Immunization Requirements

Childhood immunization requirements must be met for uninterrupted service. Fort Jackson CYS Services follows the Center for Disease Control guidelines for immunizing children and youth. See *CDC Schedule*

and Catch-up Schedule at Appendix 1. It is your responsibility to meet immunization requirements and keep your child's record updated. Front desk staff at your child's/youth's program will alert you when shots are coming due as you swipe in at the front desk. Bring the shot record to the program or Parent Central Services to transfer new information into your child's record.

Health Screening and Criteria for Denial of Service

It is Child, Youth and School Services' policy to take all precautions to offer a healthy environment for children/youth and to respond appropriately to a child or youth who is not feeling well. These procedures may at time inconvenience you, but are for the benefit of the children. Staff will greet the parent/guardian and child/youth upon arrival. Before the parent leaves, the staff will observe each child/youth for obvious signs of illness. Children/youth who appear to be ill or show visible signs of illness may be denied admission. CYS Services staff will provide a CYS Services Re-Admittance Slip identifying the symptoms that prompted the decision to deny services and encourage you to have the form completed by your child's Primary Care Manager for re-admittance. Seldom will one symptom alone be the reason for denial of service.

- ◆ Fever accompanied by behavior changes or other signs or symptoms of illness. In excess of 100.5° Fahrenheit axillary (under the arm) for infants under 3 months of age and in excess of 101.0° F axillary for children over 3 months. During the influenza season, exclusion criteria is having a fever 100° Fahrenheit axillary or oral with a least one respiratory symptom, such as runny nose, cough, congestion, sore throat, intestinal upset or diarrhea.
- ◆ Inability to participate in daily activities.
- ◆ Illness resulting in a greater need for care than the staff can provide without compromising the health and safety of the other children.
- ◆ Changes in behavior such as lethargy, irritability, persistent crying or drowsiness.
- ◆ Skin rashes, itchy skin, itchy scalp that is not currently under treatment by a licensed independent practitioner.
- ◆ Complaints of pain or not feeling well.
- ◆ Obvious illnesses such as:
 - Impetigo - red, oozing erosion capped with a golden yellow crust that appears "stuck on".
 - Scabies – crusty, wavy ridges and tunnels in the webs of hands, fingers, 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 2-4 days.
 - Head lice - nits (white dots) attached to the hair shafts.
- ◆ Culture-proven strep throat that has not been under treatment for at least 24 hours.
- ◆ Conjunctivitis (pink eye) - red, watery eyes with thick yellowish discharge.
- ◆ Persistent cough – prolonged coughing that interrupts the child's activity and or participation in CYS Services activities.
- ◆ Diarrhea – an increased number of abnormally loose stools in comparison with the child's usual bowel habits that cannot be contained in a diaper.
- ◆ Vomiting – any projective (forceful) or for infants, after more than two feedings.
- ◆ Symptoms of other contagious diseases such as measles, mumps, hepatitis, scarlet fever, meningitis, thrush, strep infections and hand, foot and mouth disease.
- ◆ Pinworm infestation.

Notification of Contagious Disease

Parents are required to inform the program if their child/youth is diagnosed with a contagious illness, such as measles, mumps, chicken pox, or conjunctivitis, so that the program can alert other patrons of their child's possible exposure and potential for illness.

What to Expect When Children/Youth Become Sick During Program Operations

For health reasons, we will not permit a child/youth with any contagious illness or sign or symptoms of a contagious illness to stay on site. If we feel that your child/youth should not be on site or if your child/youth does not feel well enough to participate in program activities, we will notify you to arrange for pick up of your child. Depending on the situation, you may be asked to pick up a youth even if he/she

normally walks to and from the program by himself/herself. If we cannot reach you or your spouse, we will try to contact one of the individuals that you have designated as an emergency contact/child release designee. We will ask that individual to locate you to pick up your children or pick up the child himself/herself. This is for the comfort of your child and the health of all children. Your child will be supervised in an area away from the other children/youth until you, your spouse or your child release designee arrives to pick up the child. It is important to have a contingency plan when your child has a contagious illness or simply requires a quiet environment to recuperate. When you pick up your child, please talk with management concerning the requirements for readmission of your child to the program.

Criteria for Return to Care

Children/youth will be readmitted to a CYS Services setting when the child/youth feels well enough to participate in the usual daily activities, they do not need specialized care/attention beyond the services provided, and when their presence will not endanger the health of the other children/youth. You are encouraged to have the child's Primary Care Manager complete the CYS Services Re-admittance Slip (*Appendix 2*) identifying when the child can return and providing any special instructions for CYS Services staff/providers. Return is authorized when the following conditions exist:

- ◆ Fever - physician has signed Child Illness/Injury Readmission Record or fever has been absent for 24 hours without the use of a fever- reducing agent.
- ◆ Nausea, vomiting, or diarrhea has subsided for 24 hours.
- ◆ Appropriate number of doses of antibiotics (when prescribed) have been given over a 24 hour period for known strep or other bacterial infections and the child's physician has approved re-admission.
- ◆ Chicken Pox lesions are all crusted and dry and the child/youth has been fever free for 24 hours, usually 5 to 7 days after onset.
- ◆ Scabies is under treatment and lesions are covered.
- ◆ Lice – after completion of medical and environmental treatment.
- ◆ Pinworm treatment has occurred 24 hours before readmission.
- ◆ Impetigo lesions are no longer weeping and the child/youth has been on antibiotics for 24 hours.
- ◆ Ringworm lesions are under treatment and lesions are covered. Ringworm lesions in hard to cover areas (face, head, etc) are under treatment for 48 hours.
- ◆ Conjunctivitis has diminished to the point that eyes are no longer discharging and the child/youth has been on antibiotics for 24 hours.
- ◆ Meningitis – physician clearance.
- ◆ Thrush has been under treatment with an anti-fungal for 24 hours.
- ◆ Hand, Foot & Mouth – child/youth has been fever free for 24 hours without medication.
- ◆ Strep Throat – child/youth has been fever free for 24 hours and on antibiotics for at least 24 hours.
- ◆ Scarlet fever- fever free for 24 hours and on antibiotic for at least 24 hours.
- ◆ Children still in diapers with positive cultures for salmonella have two stool cultures, one week apart, that are negative. Older children (toilet trained) shedding salmonella may be readmitted providing strict adherence of hand washing policies for care providers and child following use of the toilet.
- ◆ Children still in diapers with positive cultures for shigellosis must be under treatment for 5 days and diarrhea free for no less than 24 hours. Stool cultures must be obtained 48 hours after completion of antibiotic therapy and a second specimen no sooner than 24 hours after the first specimen.
- ◆ Children/youth suffering from illnesses that are contagious may be readmitted once the communicable stage is past.

Certification from a provider that the child may return to the program is required when the following diseases are diagnosed:

- ☐ ☐ Giardia Lamblia
- ☐ ☐ Shigella

- ☐ ☐ Salmonella
- ☐ ☐ Hepatitis A
- ☐ ☐ Haemophilus Influenza B (HIB)
- ☐ ☐ Tuberculosis
- ☐ ☐ Pertussis (whooping cough)
- ☐ ☐ Polio
- ☐ ☐ Diphtheria
- ☐ ☐ Rashes (unknown origin)
- ☐ ☐ Conjunctivitis
- ☐ ☐ Impetigo
- ☐ ☐ Scabies
- ☐ ☐ Scarlet Fever
- ☐ ☐ Strep Throat
- ☐ ☐ Ringworm
- ☐ ☐ Measles
- ☐ ☐ Rubella
- ☐ ☐ MRSA

The Program Director will contact the Army Public Health Nurse for advice and approval to readmit the child/youth if any questions arise. The child's Primary Care Manager (PCM) may authorize return to the care setting once the child is not a threat to himself or others (i.e. diagnosed with an ear infection which is not contagious but still running a temperature). However, if the child's illness prevents him from participating comfortably in activities or creates a greater need for care than the staff can provide without compromising the health and safety of other children, then the facility director may still make the decision to send the child home.

Medication

CYS Services staff may administer some physician prescribed medications to children/youth in regularly scheduled programs. No over the counter medication can be given without a prescription.

In order to administer the medication,

- ◆ The medication must be on the approved list. If your child's medication is not on the approved list, we will have to request and receive an exception to policy from the Army Public Health Nurse before we can administer the medication.
- ◆ The medication must be in the original container with a childproof cap and properly labeled. The label must include: date, physician's name, child's name, name of medication, dosage, strength, and instructions for use
- ◆ The prescription must be no more than 30 days old with the exception of rescue medications which must be no more than one year old (date is determined by whichever comes first, one year anniversary of the prescription or expiration date on the medication).
- ◆ For an oral medication, you must have administered it for 24 hours before a CYS Services staff member can administer it. This allows the child to adjust to the medication while under parental care.
- ◆ You must fill out and sign a Medical Dispensation Record, DA Form 5225-R, monthly.

Only trained personnel will administer medication or monitor a child who has been approved by his/her physician to self-administer medication. Child self-administration of medication is considered an adaptation to placement and must be reviewed by the Special Needs Accommodation Process (SNAP) Team prior to placement and annually thereafter. The decision to authorize child self-administration of a medication is determined by the SNAP Team on a case-by-case basis that takes into account the type of medication, the maturity level of the child and the physician's statement indicating the child is competent in administering his/her own medication. A trained staff member will observe while a child self-administers his/her medication and will record that the medication was taken. For the safety of all children, children may not be allowed to carry their own medication. The lead staff member for each group will carry the medication for any child who must have rescue medication available at a moment's notice.

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. IAW FDA guidance, Benzocaine products should not be used on children younger than two years of age.

Basic Care Requirements

- ◆ Parent will purchase and supply the preferred basic care item (this must be in original container).
- ◆ Parent will label the container with the child's name (first and last) frequency, duration, amount, and location of application, and if placed in a bag, the child's first and last name will be printed on the bag as well.
- ◆ Staff/provider will store the basic care item out of the reach of the children.
- ◆ Parent must fill out, sign and date a permission slip stating the reason for the basic care items used, frequency, duration, amount and location of application. The Basic Care Item Permission Slip/Treatment Sheet is good for 90 days.
- ◆ Only the approved basic care items can be noted on the Basic Care Item Permission Slip/Treatment Sheet. Parents cannot cross out or add additional items they would like used for their child. If the item requested is not on the approved list, a signed, stamped, health care provider's note requesting the item must be submitted and will be forwarded to Army Public Health Nurse (APHN) for review prior to use of the basic care item.
- ◆ Staff/providers will document on the Basic Care Item Permission Slip/Treatment Sheet with each application of the approved basic care item for each child. For items that are applied numerous times throughout the day (e.g. diaper cream applied with each diaper change) a single notation will be made for the day.

Outdoor Activities

All children are taken outdoors daily for fresh air and to play, weather permitting. In order to ensure their health and safety during outdoor play/sports activities, we ask that you ensure that your child is dressed appropriately for the weather and active involvement in outdoor activities. Due to the changing climate in South Carolina, we ask that you layer your child's clothing. This will allow us to respond appropriately to the changing temperature by either adding or removing layers of clothing and keep your child comfortably attired. In addition, we ask that you select clothing that is not too loose and doesn't have strings or ties that may get caught on playground equipment and that you provide sneakers or gym shoes rather than sandals, clogs or dress shoes.

Nap and Rest Times (in Child Development Centers for Infant – 5 year olds)

In full and part day programs for children 5 and under, we provide a crib, mat or cot for each child in care. Given our extended operating hours in many programs, children are allowed to go back to sleep upon arrival in the morning. Infants are allowed to follow their own sleep patterns throughout the day. Pre-toddlers, Toddlers and Preschool age children take an afternoon nap shortly after lunch each day. Blankets (sleep sacks for infants) are provided for each child and are laundered weekly or more frequently, if needed, for children in full and part day programs. In hourly care, linens are laundered after each child's use and cots, cribs and mats are sanitized after each use. Children are allowed to bring their own blanket or comfort item, if so desired. A supply of mats are also available in programs serving school age children in case a child desires to go back to sleep after an early morning arrival.

Back to Sleep

All infants 12 months and younger will be placed on their backs for sleeping. Infants who roll over unassisted may assume their own sleep position after first being placed on their backs to sleep. CYS Services "Back to Sleep" crib placards with the child's name, picture, and indication if the infant can or cannot roll over will be displayed outside each regularly scheduled infant's crib. Pictures are optional for infants in hourly care or during Kids on Site sessions.

Parents are required to sign a "Parent Infant Sleep Position Agreement" regardless of the type of care they are using. If an alternative sleep position is required, it must be supported by a written statement by a physician indicating the nature of the medical condition and specific sleeping instructions (side, stomach

or elevated back sleeping position). “Alternate Sleep Position – See written statement” will be noted on the crib placard for these infants.

Infants will not sleep in car safety seats, bean bag chairs, bouncy seats, infant seats, swing, jumping chairs, highchairs, or on the floor. If an infant falls asleep any place other than their assigned crib, the staff will immediately place the infant in their assigned cribs. Appropriate size of CYS Services “Back to Sleep” sacks are used for sleeping infants in lieu of blankets while infants are in cribs. If conditions permit, children may sleep without a sleep sack to avoid overheating. Swaddling is not allowed in CYS Services programs.

Pets in CYS Services Settings

Parents are notified at registration if any animals are maintained at a program site or any time that a new animal is going to be added to the site. Pets at CYS Services sites are free from disease, properly immunized, and sanitarily maintained. Center-based settings that maintain pets on the premises will be inspected monthly (annually for FCC) by the installation Veterinary Services or a qualified designee, with the exception of fish and fish tanks. Sanitary conditions of the pets in centers will be monitored by the Environmental Health Staff. Pets will be handled humanely and under direct supervision of caregiving staff. Children and staff are required to wash their hands after handling pets.

Plants in CYS Services Settings

All plants in CYS Services settings must be non-toxic. Plants that have been identified as poisonous are removed from the centers, homes and outdoor play areas with the exception of garden plants used for science/developmental activities (e.g. tomatoes) that are only accessed with supervision. The consumption of garden-grown food is permitted for science/developmental activities.

FOOD & NUTRITION



USDA Child & Adult Care Food Program

All eligible CYS Services programs (Child Development Centers, Family Child Care and School Age Care) participate in the USDA Child & Adult Care Food Program (CACFP). Utilizing the latest research in health and nutrition, this program sets the standard for meals and snacks offered at our facilities. Goals of the program are to ensure high quality meals and snacks to optimize growth and development, establish lifelong healthy eating habits, and provide nutritional education to children, parents and staff. Programs participating in the CACFP provide meals and snacks at established times at no additional charge to patrons. Meals and snacks that meet USDA guidelines are also served free of charge to children/youth in attendance at other CYS Services programs not eligible for participation in the USDA CACFP such as our Child Development Homes and Middle School & Teen

Programs.

Menu Planning & Portion Sizes

CYS Services utilizes seasonal cycle menus developed by the CYS Services Nutritionist. Special consideration is given to include age appropriate and culturally diverse meals. Meals in the CDC are typically served family style, allowing children to serve themselves as appropriate and encouraging proper table manners and fostering self-help skills. School Age programs and Middle School and Teen Programs typically allow youth to serve themselves from a buffet style arrangement with oversight from program staff. Minimum portion sizes are established by USDA CACFP. CYS Services programs routinely offer more than the minimum requirements, particularly during summer months when activity levels are high (swimming, skating, etc.). Children are encouraged, but not forced to eat.

Menu Posting and Meal Times

Dated menus are posted on the parent bulletin board in each facility or home and include any necessary substitutions. Additional copies are also available at the front desk of facilities. Meal times are established ensuring children do not go long periods without a meal or snack. Full day programs typically serve

breakfast, lunch, an afternoon snack and an early evening snack. Children in extended hour facilities will receive a dinner and possibly an evening snack, depending on hours of attendance. Please become familiar with the meal times and ensure your child arrives on time to be included in the meal. Due to the large volume of care, we cannot hold meals for children arriving late or allow snacks to leave the facility for children departing early.

Special Diets

CYS Services attempts to accommodate all children with special diets due to medical conditions and food allergies/intolerances. Special diet requirements due to medical conditions are required to be validated by a physician using the Special Diet Form and reviewed by the Army Public Health Nurse (APHN) prior to acceptance at the facility. Typical conditions such as lactose intolerance are easily accommodated while some conditions may require additional review by the Special Needs Accommodation Process (SNAP) Team prior to enrollment in order to determine best procedures for meeting your child's dietary needs. Parents requesting special diets due to religious reasons may do so utilizing the Special Diet Form signed by their official clergy. Please note that special diets due to parental/child preference (organic, vegetarian, etc) or food brought from home cannot be accommodated due to the large volume of children in care and restrictions regarding food safety and sanitation.

Food for Infants Under 12 Months

CYS Services encourages breastfeeding for infants 12 months and under. Parents may bring in expressed breast milk and moms may visit the facility to breast feed if their schedule allows. Bottles provided from home should include the child's first and last name, date and time of preparation as well as contents (type of formula or breast milk) and include only the amount the infant typically consumes at one feeding. For those opting not to breastfeed, our facilities offer USDA approved iron fortified formula to include one soy-based and one milk-based option. Parents will be asked to sign a statement upon enrollment indicating their preference for providing breast milk or other USDA approved formula or to accept the provided formula. All infants will be fed utilizing the Individual Infant Meal Record (see *Appendix 6*). This meal plan will be developed jointly between the caregiver and parent based on the infant's development. All baby food and formula is provided at no additional cost to parents.

Birthday Celebrations

A child's birthday is a special time. Each program recognizes their children in different ways on their special day. Traditionally in American culture, birthdays are celebrated with cake and ice cream. However, our policies do not allow parents to bring in food items except when approved for medical reasons. We are therefore asking that you consider other ways of celebrating your child's birthday such as bringing a favorite book, sharing a game, spending time in the classroom sharing a talent or skill, or bringing in a special guest. All plans should be coordinated with your child's teachers at least two weeks in advance and included on the daily plans.

Non-Discrimination

All CYS Services programs where applicable participate in the U.S. Department of Agriculture Child & Adult Care Food Program.

In accordance with the Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discrimination on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write USDA, Director, and Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-6382 (voice and TTY). USDA is an equal opportunity provider and employer."

SAFETY & EMERGENCY PROCEDURES

Safety and Accident Prevention

The policy of CYS Services is to conduct all operations safely. We cannot consider accidents inevitable. Safety considerations are included in all planning and strictly enforced during daily operations. Children and youth are expected to follow all safety rules without question. All accidents/incidents will be promptly and thoroughly investigated. To avoid confusion, please tell us when you arrive of any existing cuts, bruises or bumps which your child sustained before coming to the program. It is our goal to determine contributing factors and take appropriate actions to mitigate risk and eliminate future accidents/incidents.

Safety Inspections

Daily safety inspections are conducted on all CYS Services facilities, playgrounds and off site locations to ensure the safety of children/youth enrolled in our programs. Besides the daily inspections conducted by CYS Services staff, a monthly inspection is conducted by an assigned Additional Duty Safety Officer and submitted to the Directorate Safety Officer. Comprehensive safety inspections are also conducted quarterly by the Garrison Safety Office and annually by the Army Child, Youth & School Services Inspection (ICYSI) Team.

Accidents and Injuries – Medical Emergency Procedures

Even though your child/youth is under constant supervision, accidents or injuries may occur during program activities. If your child/youth is involved in an accident and has a minor injury, staff will perform first aid treatment. In some cases of minor injuries, we will contact you by phone to inform you of the accident and let you make the decision on whether medical attention is necessary. In cases of serious or severe injury, we will immediately notify you and contact 911 to transport the child/youth by ambulance for medical attention. In most cases, the ambulance will transport your child/youth to Moncrief Army Community Hospital. We will inform you if that is not the case. If allowed, a staff member will stay with your child/youth until you arrive at the hospital.

Regardless of the seriousness of the injury, staff will complete an Incident Report notifying you of the circumstances surrounding the accident/incident. While it is our goal to have the accident/incident report ready for you at pick up, it may not be complete depending on when the accident/incident occurred and the seriousness of the accident/incident. Staff will request that you acknowledge receipt of the report by signing it. You will be provided a copy of the report and the program will maintain the original in your child's file.

Emergency Drills (Fire, Severe Weather, Active Shooter, Child Abduction)

Fire drills are conducted monthly for all CYS Services sites. During a fire drill, children may be taken outside without their coats, since in an actual emergency we cannot take time to gather each child's belongings. Evacuation kits contain blankets which are used to protect the children from inclement weather once evacuated. The Child Development Center programs are required to conduct a minimum of one of the fire drills during nap time. Children will not be accepted into care or released from care during a drill.

Other drills (Severe Weather, Active Shooter and Child Abduction) are conducted on a quarterly basis and do not involve taking children/youth outside the facility, but rather to shelter in place or lockdown. During a lockdown of a facility, no one will be allowed to enter or leave the facility.

Facility Evacuation

In the unlikely event that a site would have to evacuate and return to the facility is not possible, we have a long term evacuation plan in place. We would move your child/youth to a safe location. You will be notified of the exact location to pick up your child/youth. Notification will be through the Emergency Operations Center or by telephone.

DRESS CODE

Children and youth should be dressed in comfortable clothing that is appropriate for weather conditions and the type of activities in which they are involved. To avoid foot injuries, children should wear closed-

toe shoes. We recommend that children wear sneakers as outdoor activities and sports/fitness activities are offered daily. Wearing of flip flops should be limited to water activities.

Outdoor Activities

In order to ensure their health and safety during outdoor activities, we ask that you ensure that your child/youth is dressed appropriately for the weather. Due to the changing climate in South Carolina, we ask that you layer your child's clothing. This will allow us or the youth to respond appropriately to the changing temperature by either adding or removing layers of clothing to keep comfortably attired. In addition, we ask that you select clothing that is not too loose and doesn't have strings or ties that may get caught on playground equipment and that you provide sneakers or gym shoes rather than sandals, clogs or dress shoes.

Clothing Restrictions for Older Youth

Sagging pants with visible boxers, tight or suggestive clothing and do-rags (head wraps) are not allowed. Hats should be taken off when indoors. Footwear must be worn at all times in the facility (with the exception of some instructional classes). Tennis shoes are required when playing sports in the gym. Shoes must be laced up for safety reasons.

CHILD ABUSE & NEGLECT

Prevention

Protecting our children from child abuse and/or neglect is a shared responsibility between the program and you, the parent. We ask that you report any concerns you may have about the quality of services to program management. If you see something that does not look or seem right, please report it. We believe in erring on the side of caution.

We implement a comprehensive child abuse prevention strategy that includes background checks, child abuse prevention and identification training, safety education for parents/children, facility control, Line of Sight Supervision (LOSS), Child Abuse Risk Assessment Tool (CARAT), parent/legal guardian access through an Open Door policy, vision panels, Video Surveillance System, etc.

Background Checks

All CYS Services employees, FCC providers, volunteers and contractors regardless of their position undergo an extensive background check process which includes name and fingerprint checks. Local checks are re-verified every 5 years for employees, volunteers and contractors and every year for FCC providers and their family members 12 and above.

Staff Training

All staff receive training on child abuse prevention, child guidance and discipline and our Touch Policy. The child abuse prevention training focuses on explaining the measures taken to minimize the risk of abuse/neglect in our programs, their responsibility to help prevent abuse and stresses the importance of a strong parent/staff partnership. In addition, staff sign a statement of understanding regarding the Touch Policy which emphasizes the fact that any infraction may result in separation.

Safety Education and Training

Child abuse and neglect prevention training, also known as child safety training, is offered by the Army Community Service Family Advocacy Program several times throughout the year in CYS Services facilities for children 6 to 18. In addition, classes are also offered for parents. We ask that you and your child take advantage of this training when offered. Parents are also welcome at any training offered to staff with regard to child abuse prevention or identification and reporting. If you are interested in attending a class, please contact your program director for the date/time of the next available class. Our training schedules are posted monthly prior to the start of the month.

Access Control

Entrance to all CYS Services Facilities will be strictly controlled and limited to facility staff members, parents/designated representatives, children participating in CYS Services programs and other individuals authorized by CYS Services management staff. Anyone entering a CYS Services facility will enter through a monitored entrance to the facility (normally the front entrance) and must stop at the front desk. All exterior doors to the facility which exit onto an unfenced area are locked and armed with intrusion alarm devices. This ensures that children are protected from access by individuals who have no valid reason for being in the facility and may present a risk to their safety.

Line of Sight Supervision (LOSS)

CYS Services employees, volunteers and contractors upon favorable completion of the Installation Records Check may begin providing child or youth related services under line of sight supervision (LOSS) by a cleared employee until all the required background checks are completed.

Child Abuse Risk Assessment Tool

Child Abuse Risk Assessment Tool (CARAT) is an instrument used in Early Childhood settings (CDCs, FCC and CD Homes) by management staff that rates the work climate, child environment, and staff/provider attitudes to identify the potential for an instance of abuse or neglect. The CARAT is conducted on Family Child Care homes prior to Full Certification and every three years thereafter. The CARAT is conducted on each CDC room/module a minimum of once every three years or when an allegation of abuse/neglect has been made. Any scores above low risk will result in a corrective action plan to ensure all CYS Services early childhood settings are rated low for potential abuse/neglect.

Open Door Policy

Parents are allowed access to their child anytime their child is in attendance in the program. We encourage parents to stop in and observe or participate in the program.

Viewing Windows

In conjunction with the Open Door Policy, CYS Services standard design facilities for young children, infant through age 5, are equipped with viewing windows. These viewing windows provide improved monitoring of child activity spaces by management and parents.

Video Surveillance System

The CYS Services Video Surveillance System (VSS) is a quality assurance mechanism for the organization, the government and Soldiers/parents. The CYS Services VSS is not intended to cover 100% of the facility, but rather supplement the processes already in place to ensure the safety and well-being of children/youth in our programs. It is designed to: deter and reduce the risk of child abuse in CYS Services facilities; protect staff from unwarranted allegations of child abuse; provide Soldiers and parents with "peace of mind"; and support CYS Services management staff in the exercise of program oversight.

Identification & Reporting

It is the legal responsibility of all CYS Services staff, Family Child Care providers, volunteers and contractors to alert authorities of suspected child abuse and/or neglect. All employees receive training on identification and reporting procedures for suspected cases of child maltreatment. Volunteers, contractors and Family Child Care providers are also trained during a program orientation. The training focuses on defining child abuse and neglect, identifying the different types of abuse/neglect, and on identifying the signs and causes of abuse. Children/youth in CYS Services settings are observed for any signs of physical, emotional and sexual abuse and child neglect (for example, unexplained or unusual bruises, abrasions, or burns, unclean appearance, unusual behavior or unreasonable fears.) Any suspicion will be reported immediately to the Fort Jackson reporting point of contact (the Military Police) in compliance with South Carolina Laws. If you suspect child abuse, child neglect or a safety violation in a CYS Services Program, you may report it to the installation reporting point of contact, the Military Police at 803-751-3113, the Family Advocacy Program Manager at 803-751-6325 or the Safety Office at 803-751- 2541/2542 . A Department of Defense Child Abuse and Safety Hotline is also available for parent or community use: 1-877-790-1197.

Home Alone Policy

Safeguarding children and youth is a parental responsibility. Policy Memorandum – Supervision of Children dated 1 Oct 2012 and signed by the Garrison Commander establishes minimum standards regarding supervision of children in the Fort Jackson community. Under no circumstances are these guidelines to be reduced without an approved exception to policy. Each parent/guardian is required to assess their child and if necessary, raise the age limits (personality, environment, developmental progress, and maturity level are factors parents should use to determine when children are ready to accomplish activities with little or no supervision.) No child is to be left home alone until the beginning of their 6th grade in school.

GUIDANCE AND DISCIPLINE

Our goal is to help children/youth develop self-control, learn to respect the rights of others and learn the rules by which the adult world operates. In striving to reach our goals, we endeavor to convey such basic human values as respect, trust, honesty and caring for others. The role of our staff and volunteers in disciplining children is not to prevent children from doing wrong, but to pursue the task of helping children to do right. Therefore, the discipline directed toward children is geared to the development of self-respect, healthy interpersonal relationships and skills in problem solving. It is based on friendly, caring attitudes and gives careful regard to feelings and emotions, to unique differences between individuals and to preserving an atmosphere of acceptance, tolerance and patience. Discipline will not be punitive, abusive or irrational control of children.

Our personnel and volunteers will:

- ◆ Discipline in a consistent way
- ◆ Base discipline on an understanding of the individual child's needs and developmental level.
- ◆ Establish simple, understandable rules so that expectation and limitations are clearly defined.
- ◆ Use constructive discipline techniques that promote self-worth such as diversion, separation of the child from situations, praise of appropriate behavior, giving gentle reminders, offering choices and anticipating trouble.
- ◆ Role model appropriate behavior and conflict resolution skills
- ◆ Help children learn to develop self-control, express their feelings in acceptable ways, and when age appropriate, learn to resolve their own conflicts and be involved in rule making
- ◆ Use positive, rather than negative verbal and nonverbal communication
- ◆ Use renewal time as a means of helping children think and regain self-control (i.e. renew their spirits, regain their composure and or ease inner tension) in the company of a concerned and caring adult.
- ◆ Use gentle physical restraint when a child's behavior threatens his/her own safety or the safety of others

Our personnel and volunteers will not:

- ◆ Punish a child by:
- ◆ Spanking, pinching, shaking or other corporal punishment
- ◆ Isolating away from adult sight/contact
- ◆ Confining in closets, boxes or similar places
- ◆ Binding to restrain movement of mouth or limb
- ◆ Humiliating or using verbal abuse
- ◆ Depriving of meals, snacks, outdoor play opportunities, or other program components.
- ◆ Punish a child for lapses in toilet training or refusing food.
- ◆ Use highchairs for discipline purposes
- ◆ Use "time out" methods as a means of discipline.

When a child displays inappropriate behavior, the situation will be discussed with the child and instructions repeated. Brief separation is sometimes necessary to relieve undesirable situations. In cases of extreme inappropriate behavior, parents will be notified. Frequent repetition of such behavior will result in a parent/staff conference to identify possible underlying causes and to work together to

modify the behavior within the existing environment, rather than suspending the child/youth. We reserve the right, however, to suspend or terminate services if we cannot successfully resolve the situation and the child's continued attendance is considered by management to be a threat to the child's safety or the safety of others or continually detracts from the quality of care provided to other children enrolled in the program. (Note: refunds will not be given for suspension periods.)

The CYS Services Discipline policy will be followed by all patrons, visitors and employees in CYS Services Facilities or activities.

Middle School & Teen Program Code of Conduct

Youth in the Torch and Keystone Clubs along with Middle School & Teen staff have identified a Code of Conduct that is required of all participants in Middle School & Teen Programs. In addition, they have identified the consequences that will result when a youth fails to comply with the standards of conduct. In most cases a discussion with the youth is sufficient. If, however, the youth does not respond, the staff member involved will contact the manager on site who will try to diffuse the situation. The manager will have the staff member fill out an incident report and the parent will be notified of the disciplinary action taken, up to and including suspension of services.

CODE OF CONDUCT

Treat Others With Respect
Be Trustworthy
Be Responsible
Be Fair

Consequences for violating the Code of Conduct are based on the seriousness of the infraction.

Level 1

Type of offenses: not following safety rules, smoking, profanity, disrespect to others (peers, volunteers, staff, etc)

Consequence: First incident, staff will address the issue with the youth and write an incident report. Second incident, staff will talk with the youth, write an incident report and notify the sponsor.

Level 2

Type of offenses: fighting, damaging property, threats to staff or other members, or a 3rd incident of a level 1 offense within 60 days

Consequences: First incident, staff will write an incident report, notify the sponsor and suspend the youth for 3 days. Management will investigate all fights to determine final consequences for participants.

Level 3

Type of offenses: attempt to harm staff member, weapons, stealing, drugs or alcohol, 2nd incident of a level 2 offense.

Consequences: Staff will write an incident report, notify the sponsor, suspend the youth for a minimum of one week and require a sponsor conference with management before the youth is allowed to return to the program.

TOUCH POLICY

Our Touch Policy is based on the premise that positive physical contact with children is absolutely necessary for their healthy growth and development, their nurturance and their guidance; whereas, "no touch", under any circumstances creates a stark and unacceptable atmosphere for children. Based on this premise, our staff, Family Child Care providers, volunteers and contractors will provide positive physical contact (appropriate touch) and refrain from inappropriate touch. Children/youth will always have the option to refuse touch except in the case of danger to other children or to the child himself/herself.

Appropriate touch involves:

- ◆ Recognition of the importance of physical contact to child nurturance and guidance.
- ◆ Adult respect for personal privacy and personal space of children.
- ◆ Having the permission of the other for the touch.
- ◆ Responses affecting the safety and well being of the child (e.g. holding hands when crossing the street; holding the child gently but firmly when the child's actions may cause injury to himself or others)
- ◆ Role modeling appropriate touch by staff.

Examples of appropriate touch are:

- ◆ For young children, hugs, holding hands and lap-sitting as an expression of affection to build self-esteem or when the child needs to be comforted
- ◆ Naptime back rubs to relax a tense child.
- ◆ Diapering of infants and toddlers.
- ◆ Assistance in toileting for young children when the child cannot cope on his/her own
- ◆ Assisting/spotting children involved in gymnastics.
- ◆ Demonstrating a skill with equipment such as learning to use scissors, a bat, or a tennis racket

Inappropriate touch may involve any or all of the following:

- ◆ Coercion (physical or emotional) or other forms of exploitation of the child's lack of knowledge.
- ◆ Disregard for the safety and well-being of the child
- ◆ Failure to respect the child's right to personal privacy and space or to refuse touch from an adult.
- ◆ Satisfaction of adult needs at the expense of the child.
- ◆ Violation of laws against sexual conduct between adult and children.
- ◆ Attempts to change the child's behavior with adult physical force, often applied in anger.
- ◆ Reinforcement with children of the concept of "striking out" to respond to a problem.

Examples of inappropriate touch are:

- ◆ Forceful holding of a child in a chair
- ◆ Squeezing a child's hand (neck, arms, face) with sufficient force to cause pain as a way to change behavior.
- ◆ Arm twisting
- ◆ Forced good-bye kisses.
- ◆ Corporal punishment (spanking)
- ◆ Sexual exploitation (fondling or molestation).
- ◆ Slapping, hitting, pinching, or in any way physically assaulting a child.
- ◆ Prolonged tickling.

If physical restraint is necessary to prevent injury to self or others, staff will notify another team member to be present as a witness or attempt to call for help prior to using restraint. Physical restraint will not be used for temper tantrums except when the child is out of control (i.e. banging head on floor). Caregiver/provider will provide a written description of why physical restraint was necessary. Witnesses, if any were present, will sign written documentation. Parents will be informed of how and why physical restraint was used on their child.

Should a young child's genital area need to be examined for reasons other than diapering/toileting procedures, a second staff member (preferably a manager) or provider will be present as a witness. Written documentation of the exam and the reason for the examination will be completed/ signed also by the witness.

No form of inappropriate touching by CYS Services employees, FCC providers, contractors or volunteers in CYS Services programs will be tolerated.

CURRICULUM AND PROGRAMMING

About Our Staff

Our staff consists of professionals and para-professionals with varying amount of education and prior experience in their chosen career field. All entry level direct care staff receive 66 units of specialized training during the first eighteen months of employment and 24 units annually after the initial training is completed. Training includes but is not limited to: regulations and directives, child/adolescent growth and development, education methods and materials, discipline and guidance techniques, child health and nutrition, safety and emergency procedures, First Aid and CPR. All staff are encouraged and supported in their pursuit of higher level credentials and degrees. We are proud of our staff, their accomplishments and their commitment to providing quality child care and youth programs for the children of the Fort Jackson community. Management and support staff also pursue training tailored to meet the requirements of their positions.

Early Childhood Programs (Infant – 5 Years)

Our early childhood programs use the Army adopted Creative Curriculum published by Teaching Strategies, Inc. The Creative Curriculum is one of the country's leading curriculum models. It applies the latest theories and research on best practices in teaching and learning. The Creative Curriculum focuses on purposeful play facilitated by highly intentional teaching practices. It is a child-centered approach that offers and guides children to choices that enhance their development. This is accomplished by providing a stimulating environment, introduction to new experiences, conversations with adults to broaden thinking skills and opportunities to be creative.

The foundation of our early childhood program is built around loving, caring, warm, and consistent primary caregivers. Programs and routines are consistent so that children's expectations and predilections about adults and the environment are consistent. The staff's feedback to parents and children reflects acceptance of differing values.

Children are active learners who learn through hands-on experiences. The curriculum provides learning through active involvement. Activities offered use and strengthen tactile (including smell, taste, touch), auditory, visual, creative, and motor skills. From these activities, children gain increased ability to imagine, resulting in increased learning. These activities inspire confidence and competence, which builds self-esteem. Children need to be respected and feel successful because of their own accomplishments.



When planning daily activities, the special interests and developmental level of children are considered and the lesson plans are adjusted accordingly. The level of difficulty is increased as children are involved with the materials and develop skills. Adults are prepared to meet the needs of children who exhibit skills outside the normal developmental range. Activities provided promote both group cooperation and independence. Children are free to choose activities and self-help opportunities are provided daily. "Hands-On" activities provide children with opportunities to manipulate objects and discover relationships through direct experience and explorations using their senses. Content areas (e.g., math, science, social studies) are presented through integrated, meaningful activities such as block building, sand and water play, food experiences, and dramatic play.

In addition to the Creative Curriculum, our Early Childhood Programs use Character Counts Curriculum to instill positive character traits and Start Smart curriculum for motor development. Character traits are

constantly modeled and taught and provide fun and meaningful ways for children to become part of a positive family community.

We encourage all parents to visit our Early Childhood Programs and observe or participate in the day's activities. In addition, we encourage parents to review the activity plans posted in their child's room and to talk to their children about what they are learning.

Infants

Infants delight in learning about themselves, their world, and the people around them. Our goal is to create a stimulating environment while providing activities which recognize the way infants learn: by discovering and exploring their world, imitating what other people do, repeating and practicing actions and words and receiving encouragement. Developmental activities occur throughout the infant's day as opportunities present themselves, but especially during basic care routines when a staff member can respond to the infant on an individual basis.

Toddlers

Toddlers, just as infants, learn by discovering and exploring their world, by imitating other people, by repeating and practicing language and motor skills, and by receiving encouragement. Their ability to move about freely adds new dimensions to their learning experiences. They enjoy climbing and repetitious activities as they gain needed coordination for their transition to preschool.

Preschoolers

Preschoolers have a natural curiosity and eagerness to learn. Our goal is to insure that this eagerness for learning is enhanced through successful experiences and development of socialization skills and a positive self-concept. Therefore, much of the preschooler's day is spent in activity centers that offer a selection of materials and activities to meet the full range of developmental levels. Learning in the activity centers is enhanced through interaction with the adult staff. Open-ended questioning leads to more creative thought and problem solving. Circle and group times, also an integral part of a preschooler's day, are used to introduce children to new concepts, art mediums, songs, games, and books. They give opportunities to practice problem solving and to improve language and listening skills. Additional skills emphasized in the preschool age group include perceptual motor skills, reading and math readiness concepts, self-help skills and introduction to technology.



More About Strong Beginnings

The Army's *Strong Beginnings* Pre-K is a program designed to prepare children to be successful to enter school. Children must be four years old by September 1 of the academic school year to register for Strong Beginnings. The *Creative Curriculum for Preschool* is the only authorized curriculum for *Strong Beginnings* supplemented by Teaching Strategies Literacy, Social Studies, and Math publications. The Creative Curriculum is the most widely used Curriculum for Pre-K programs in the US. The curriculum focuses on the social, emotional, and physical development of children; and equips them with basic academic and "Kindergarten Classroom Etiquette" skills to

enhance "school readiness." Strong Beginnings builds foundations for learning in:

- ◆ Language & Literacy
- ◆ Mathematics
- ◆ Science
- ◆ Social Studies
- ◆ The Arts
- ◆ Technology

◆ Start Smart Motor Development

Transitioning

If your child changes age group or classroom, we will inform you approximately one month prior to the change. This will allow you to prepare your child for the transition and for us to introduce your child to the new age group or classroom gradually. This will familiarize your child with the new environment, the routine and the staff. Other program and staff changes are announced through the newsletter and posted on the bulletin board. If you have been away from the program for awhile, let management know and they will update you on any staff or program changes that may have occurred during your absence.

More About Family Child Care

FCC Homes have unique qualities making them the preferred child care choice for many families. Homes provide flexible hours, a comfortable family like setting, and activities based on real life experiences in the home and neighborhood. In FCC, siblings can stay together, younger and older children learn from each other in a small group setting, and school-age children can remain in a neighborhood setting. Family Child Care providers also use the Creative Curriculum as their chosen curriculum.

The flexibility of FCC providers is an asset in meeting the diverse work hours of military families. Most homes offer full-day, part-day, and hourly care. Special services may include 24-hour and long-term care during mobilization and training exercises, evening and weekend care, and care for special needs children and mildly ill children.

Developmental Assessment

Teaching Strategies (TS) Gold developmental assessment tool, Checkpoints, is used to document the progress of children. Informal observation, notes and samples of children's art and other work are collected as part of the assessment process. Staff create a developmental portfolio for each child to ensure learning goals and objectives are accomplished in the areas of intellectual, physical, social, emotional and language development. Assessing individual and group progress allows planning for programs that respond to the needs, interests and abilities of all children. Diagnostic referral and assessment can be facilitated between CYS Services and Educational and Developmental Intervention Services (EDIS) at Moncrief Army Community Hospital or BabyNet in the local community.

School Age Care (Kdg through 5th Grade)



School age children need a change of pace from the school curriculum and format, but benefit from a program that enhances and enriches their educational experience. Whether enrolled in our before/after school program, summer camps or just taking advantage of our open recreation hours, our programming is designed around the Army four service areas: Sports, Fitness and Health; Life Skills, Citizenship and Leadership, Leisure, Recreation and the Arts; and, Mentoring, Intervention and Educational Support. We know that participation in our programs will be a rewarding experience.

Research proven curriculums from Boys & Girls Clubs of America, 4H and Character Counts are incorporated into our daily planning. We acknowledge and support diversity in our programs by providing quality cultural, social, and recreational opportunities to our youth and their Families. Youth input into daily activity plans is solicited, valued and respected. Staff works with all children to identify activities that meet their needs and interests, are stimulating and that will enhance and enrich their lives.

Youth have the opportunity to develop computer skills, complete homework assignments, participate in sports, socialize with friends, and learn new skills. Activities are provided which allow for creative expression and "hands-on" experiences such as arts and crafts, cooking, music, and health and fitness. We also provide opportunities for children to build character and leadership through participation in

community service projects and Character Counts activities. In addition, activities are conducted to generate enthusiasm for the arts, to expose children to diverse cultures, to encourage patriotism and to become environmentally aware. During summer camps, field experiences and trips contribute to making your child's summer one to remember.

Some of our program options worthy of special mention are:

Junior Torch Club

Junior Torch Clubs are small group leadership and service clubs for boys and girls, ages 9-11, focusing on character development. Torch Club members learn to elect officers and work together to plan and implement activities and events in four areas: service to club and community, education, health & fitness and social recreation. The members provide monthly input to the calendar of events. Check with your program director for club meeting times.

Child of the Year

Child of the Year is an Army initiative based on the Boys & Girls Clubs of America's premier youth recognition program, Youth of the Year. It promotes and celebrates Club member's service to club and community, family, moral character, academic performance, life goals, and poise and public speaking ability. Our School Age Programs start working with school age youth preparing them for future participation in the Fort Jackson Youth of the Year competition held in our Middle School & Teen Program. Each month a child is recognized as the Child of the Month. At the end of the year, one child is selected as the Child of the Year.

Fine Arts & Fine Arts Exhibit

Our School Age Programs provide year round opportunities for youth to participate in the arts. Youth's work can then be displayed at local and regional exhibits through the Boys & Girls Clubs Fine Arts Exhibit.

ImageMakers: National Photography Program

Our year round program is based on a 4-H curriculum which provides weekly opportunities for youth to learn and practice black and white, color and digital process photography in preparation for the BGCA ImageMakers National Photography Program. Watch for Fort Jackson's local BGCA ImageMakers Photography Exhibit.

4 H Clubs

At the beginning of each school year, youth in grades 1 through 5 get together and determine the 4-H clubs for the year. In the past, we have had clubs in Technology, Photography, Performing Arts, Cooking, Sewing, Arts & Crafts and Sports & Fitness. 4-H Club members learn to take on leadership roles, as officers are elected and meetings are held to plan and implement activities and events as a group, as well as spending time researching and learning about their chosen club's focus. Clover Buds is the name of our Kindergarten 4-H Club. The Clover Buds work in a variety of project areas throughout the year rather than focus on a single topic area.

Project Learn's Power Hour

Homework assistance is offered during the school year in our Homework Center which is co-located with the Technology Lab. Youth are assisted in completing homework assignments and working on school projects by our staff and peer volunteers. Homework completion on a daily basis is the Power Hour Program goal. At the end of each grading season, youth are recognized for their academic performance.

Youth Technology Lab

A technology lab instructor and/or trained staff are designated to coordinate and facilitate the operations of the youth technology lab (YTL). Each youth must have a signed permission form to utilize the YTL (see form at Appendix 9). Programming in the lab is designed to help youth develop to their full potential by increasing technology literacy and skills and to learn how to use the Internet in a positive manner. Specific program learning objectives are targeted through the use of appropriate software and web

exploration. During the school year, youth can use the lab to do research on the Internet, type school papers, or run educational programs.

SMART (Skills Mastery and Resistance Training) Moves

Boys & Girls Clubs of America's research based training and education initiative to provide youth with the skills necessary to avoid involvement in "at risk" behaviors. Prevention education is provided on a range of topics including peer pressure, resistance to smoking and alcohol use, and other sensitive but critical topics. Youth participate in a curriculum designed specifically for their age group and/or gender.

Character Counts! Is our chosen character education program. The development of personal character and a moral compass is also a goal which is supported by the curriculum from Character Counts. We emphasize the Pillars of Character: trustworthiness, respect, responsibility, fairness, caring, and citizenship and recognize youth when they display them.

Middle School & Teen (MS&T) Programming

The MS&T Program is intended to be a place for young people to gather with their friends, make new acquaintances, and to have fun in a relaxed and supervised atmosphere. The program offers proactive programming for youth that enforces positive behavior and attitudes, leadership skills, and education and career options that will enhance each youth's development as a contributing member of society. The programming focuses on four service areas which provide a framework of options for youth in sports, fitness and health; leisure and recreation; life skills, citizenship and leadership and mentoring, intervention and educational support.

Programs and curriculum worthy of special mention are listed below:



Torch Club

Torch Clubs are chartered small group leadership and service clubs for boys and girls, ages 11-13, focusing on character development. Torch Club members learn to elect officers and work together to plan and implement activities and events in four areas: service to club and community, education, health & fitness and social recreation. The members provide monthly input to the calendar of events. The club meets every other Tuesday at 4:00 pm.

Keystone Club

Keystoning is the Boys and Girls Club movement's most dynamic teen program. Keystone Clubs are chartered small group leadership and service clubs for boys and girls, 14 – 18 years of age. Keystoners elect officers and plan and implement programs in six areas: service to club and community, leadership development, education and career exploration, unity, free enterprise and social recreation. The FJ Keystone Club meets the 1st and 3rd Saturday at 3:30 pm.

Youth of the Year

Youth of the Year is Boys & Girls Clubs of America's premier youth recognition program. It promotes and celebrates Club member's service to club and community, family, moral character, academic performance, life goals, and poise and public speaking ability. The Youth Center selects and recognizes a Youth of the Month each month from January through December. Each January, the Youth of the Year is then selected from the 12 monthly winners. The FJ Youth of the Year goes on to compete in the Military Youth of the Year competition at the State level normally held in April each year.

Work Force Preparation Programs

◆ Teen Employment Program

The Fort Jackson Teen program offers a year round employment program for youth, ages 14 and up. Youth may apply and be selected as a recreation aid to work in the youth center snack bar or other FMWR facilities. Interested youth should apply at the Non-Appropriated Fund Personnel Office located in the Strom Thurmond Soldier Service Center on the corner of Jackson Blvd and Strom Thurmond Parkway or on www.usajobs.gov

◆ Career Launch

Career Launch is a web based career exploration program for teens, 13 to 18 years of age, which includes an interest survey, career exploration, training and/or college requirements, help locating financial aid and career skill building activities. Youth interested in Career Launch may enroll any evening, Monday through Thursday prior to 8 pm in the Youth Center Technology Lab.

Fine Arts & Fine Arts Exhibit

The Middle School/Teen Program provides year round opportunities for youth to participate in the arts through drawing, painting, print making, collages, mixed media and sculpture. Youth's work is then displayed at local and regional exhibits.

Image Makers: National Photography Program

This year round program and annual exhibit encourages girls and boys to learn and practice black and white, color, and digital process photography. Fort Jackson's local exhibit occurs in the spring each year.

National 4 H Clubs

Are you interested in Technology or Photography? Sports & Fitness? Sewing? Cooking? Stepping or other Performing Arts? Meet others with similar interests on Wednesdays every week at 4:30 pm.

Project Learn's Power Hour

Homework assistance is offered during the school year in our Homework Center which is co-located with the Technology Lab. Youth are assisted in completing homework assignments and working on school projects by staff and peer volunteers.



Youth Technology Lab

A technology lab instructor and/or trained staff are designated to coordinate and facilitate the operations of the youth technology lab (YTL). Each youth must have a signed permission form to utilize the YTL (see form at Appendix 9). Programming in the lab is designed to help youth develop to their full potential by increasing technology literacy and skills and to learn how to use the Internet in a positive manner. Specific program learning objectives are targeted through the use of appropriate software and web exploration. During the school year, youth can use the lab to do research on the Internet, type school papers, or run educational programs.

SMART (Skills Mastery and Resistance Training) Moves

Boys & Girls Clubs of America's research based training and education initiative to provide youth with the skills necessary to avoid involvement in "at risk" behaviors. Prevention education is provided on a range of topics including peer pressure, resistance to drug and alcohol use, eating disorders, date rape and other sensitive but critical topics. Smart Girls and Passport to Manhood, offered each summer, are gender-based programs to help youth make smart choices.



Sound Recording Studio

Available weekly on Tuesday and Fridays and every other Saturday, youth receive assistance in developing and recording

their individual and/or group musical talent (voice or instrument). The Sound Recording Studio is currently on a pause and will resume in February or March 2015.

Sports & Fitness Program

Our Youth Sports & Fitness Program provides options for youth to participate through team sports, individual sports, sports outreach, health & fitness activities and special events. We believe that:

- ◆ Each child/ youth is a unique person with an individual personality.
- ◆ Every participant matters and will be given the opportunity to have fun, learn and improve his/her knowledge and skills in a positive atmosphere.

Activities are designed to support a healthy lifestyle. All adults in the program teach, enforce, advocate and model good character. Staff and volunteer coaches create opportunities for youth to compete with honor, practice good sportsmanship and be gracious in victory and defeat.



Team Sports

Fall: Soccer, Flag Football, Tackle Football, Cheerleading

Winter: Basketball and Cheerleading

Spring: Soccer, T-Ball, Coach Pitch, Baseball and Softball

Summer: Basketball and Swimming

Individual Sports

Fall: Cross Country

Spring: Track

Outreach

Youth Sports & Fitness provides motor development for children 3-5 years of age in the Child Development Centers, Child Development Homes and Family Child Care Homes. In addition, intramural sports and health and fitness programs are offered for youth enrolled in school age and middle school and teen programs as well as to youth in the Fort Jackson Home School Association. During the summer month, Sports and Fitness provides fitness games and activities as a part of the Child, Youth & School Services Mobile Recreation Program which offers camp type activities at CC Pinckney Elementary School, Monday through Wednesday and the Balfour Beatty Community House on Thursdays for 9-10 weeks during the summer.

Health & Fitness

Get Fit...Be Strong: A comprehensive health, fitness and wellness campaign is an effort to increase children and youth's physical activity and teach them healthy lifestyle techniques. The "*Get Fit, Be Strong*" initiative is executed in School Age Care, Middle School/Teen Programs (MST), and Child & Youth Sports & Fitness (CYSF). All children and youth enrolled in SAC, MST, and CYSF have daily opportunities to participate in self-directed and staff-facilitated physical fitness activities while earning recognition from the President's Challenge Physical Activity & Fitness Awards Program. CYS Services staff and parents are also able to participate in this initiative, thus setting great examples and serving as role models for children and youth.

Curriculum materials from the Boys & Girls Club of America's national program *Triple Play: A Game Plan for Mind, Body and Soul* is used to support the Get Fit...Be Strong initiative. This curriculum takes a holistic approach to educating youth about good nutrition, making physical fitness a daily practice and developing individual strengths and good character while participating with others in recreational activities and games.

Health Rocks is a local initiative that supports the Get Fit...Be Strong campaign. The Sports & Fitness staff offer a Friday evening of fun activities for school age youth, kindergarten to 5th grade focused on fitness and health at the Imboden Street School Age Center once a month. The activities are designed to get youth moving and learn about nutrition. The evening is capped off with a nutritious meal. Parents are welcome to come participate with their youth.

Special Events

Youth Sports and Fitness also hosts a number of free events for the community such as the America Kids Fun Run, the Pepsi Pitch, Hit and Run, and NFL Punt, Pass and Kick. In addition, you will see our Sports and Fitness staff supporting all CYS Services hosted events and community events with activities for children/youth.

Start Smart

Start Smart Programs help kids get ready for sports. They were created for the National Alliance for Youth Sports by top motor skill development specialists in the field of youth sports. Parent-child groups perform motor skills tasks that help children build confidence while they are having fun. Youth Sports offers the following Start Smart Sports Program throughout the year: Skill Development, Golf, Baseball, Soccer and Basketball.

Team Sports Policies

Age Brackets

The normal age brackets are: 3-4, 5-6, 7-8, 9-10, 11-12, 13-15, and 16-18. Occasionally, fluctuating sign-ups may create a situation where it is more advantageous to create different age brackets so that all youth can play. When this occurs, the age span will not exceed 3 years (i.e. 3-5 year olds). Children participating in sports can play up (above their age level), but may not play down (below their current age).

Equal Play Rule

Regardless of age of participant, all players in team sporting events must have an equal opportunity to play. Specifics regarding equal play are addressed with coaches, youth and parents at the beginning of each season and in the Memorandum of Instruction for the specific sport.

Sports Uniforms

The Youth Sports and Fitness Program provides a basic uniform (top and bottom) for all players regardless of sport. This uniform may be retained by youth as a memento of the season. Other uniform parts and equipment such as pompons for cheerleading and shoulder pads for football are only on loan and must be returned at the end of the season.

SKIESUnlimited

SKIES stands for Schools of Knowledge, Inspiration, Exploration and Skills. The name *SKIESUnlimited* combines the acronym "SKIES" with the word "Unlimited" for the unlimited learning possibilities this initiative offers children and youth. *SKIESUnlimited* provides the framework or umbrella for all instructional programming in CYS Services under four different areas or "Schools". These Schools are:

- ◆ School of Academic Skills, Mentoring & Intervention
- ◆ School of Sports, Fitness & Health
- ◆ School of Arts, Recreation & Leisure
- ◆ School of Life Skills, Citizenship & Leadership

SKIESUnlimited instructional programs may range from the musical, athletic to the creative. Some programs are offered long term while others are not. Regardless of the time span, these programs present an opportunity to build individual knowledge and leadership skills, practice social skills and explore a variety of interests. There are countless advantages when youth participate in instructional programs. Through the SKIES program, we focus on the following youth development outcomes:

- ◆ Respect for self & others
- ◆ Teamwork
- ◆ Healthy relationships
- ◆ Positive self-identify
- ◆ Self-motivation
- ◆ Creativity
- ◆ Goal-setting
- ◆ Personal Safety
- ◆ Appreciation for Knowledge
- ◆ Discipline



We encourage you to preview a SKIES class and visit with the instructor before or after class time before enrolling your child in a SKIES program offering. Our SKIES faculty is committed to providing the best quality instructional program possible. Our current class offerings are posted at <https://webtrac.mwr.army.mil/webtrac/Jacksoncymys.html>.

Parent & Outreach Services

Kids on Site (KOS)

“Kids on Site” is child care provided to parents while attending functions in rooms or facilities that are adjacent to the location where the parents are attending the function.

Kids on Site child care provides a multi-age grouping so that siblings can stay together. Activities are planned in advance, supplies and equipment are transported to the site for the care and set up and taken down by the CYS Services staff that provide the care. Snacks/meals are provided to the children in care, if applicable. *Please let*

our staff knows if your child is allergic to any of the food items being provided.

Parents are asked to follow these procedures when their children are in care:

- ◆ Remain on-site during the entire time children are in care
- ◆ Assist with evacuation of their children in an emergency
- ◆ Pick up their children immediately following each function
- ◆ Complete a CYS Services Registration Form and a “Kids on Site” card will be issued to parents (to be used only at “Kids on Site” locations)
- ◆ Complete an Infant Information Sheet for children under 1 year old (If the child is registered with CYSS, only the top portion needs to be completed)
- ◆ Sign their children in and out of the care site
- ◆ Provide the following depending on the age of their child.
 - Infants - Diapers, baby wipes, change of clothing, unopened baby food jars, pre-mixed formula. All items should be labeled with child’s first and last name.
 - Toddlers – Diapers, baby wipes, change of clothing, and sippy cup.
 - Preschool/School Age – Change of clothing.

Special Events

CYS Services hosts many special events and provides activities at many Community Events for Families. These events and activities are offered free or at a very minimal charge. Look for our next upcoming event.

Last Friday in **January** - Penny Carnival

Saturday Preceding or Following Valentine’s Day in **February** -Sweetheart Ball

First Saturday in **March** -Dr. Seuss Birthday Literary Fair

Saturday before Easter in **March or April** - Spring Jamboree & Easter Egg Hunt

April – Month of the Military Child (MOMC)

First Sunday in April, Foolish Dog Show

Last Saturday in April, MOMC Fun Fair
Sunday before Mother's Day in **May** - American Girl Doll Tea
Friday before Father's Day in **June** – Fun in the Sun

July

4th of July, Activities at Torchlight Tattoo
August - Activities at National Night Out & Jackson Jubilee
2nd Saturday in **September** -Boys & Girls Club Day for Kids
October

Activities at Fire Prevention Open House
Last Friday in October - Fall Festival
Saturday prior to Thanksgiving in **November** – Military Family Appreciation Fun Fair
Saturday in **December** - Jingle Bell Jog & Reindeer Games

CERTIFICATION AND ACCREDITATION

While looking for care or services for your child/youth, you may hear that a provider or program is certified, licensed, or accredited. Each of these terms refers to a type of approval that a provider or program receives for meeting certain standards of quality. The rules behind these standards address a range of concerns from health and safety to a child's/youth's development. Understanding the rules that a provider has agreed to follow can help you decide which setting is right for your child/youth.

Department of Defense Certification

The Department of Defense (DoD) certification of programs sets a worldwide military standard and is comparable to the state licensing process. While licensing standards vary from state to state, DoD standards are the same worldwide. Military child care programs are all based on the same DoD instructions and certification checklist. You can expect to see a comparable level of quality when you move from one installation to another or one service to another. Where they differ, the standards must be more stringent than those set by DoD. The rules are specific to the type of service and the age of the children/youth. DoD standards address health, safety, parent involvement, staff training requirements, and developmentally appropriate practices. Whether you're looking at Child Development Centers (CDC), Family Child Care (FCC) homes, Child Development Homes, School Age programs or Youth Programs, you'll find that all of the services on military installations are required to be DoD certified.

National Accreditation

All Child Development Centers and School Age programs on military installations are required to be accredited by a national accrediting body. While 8 to 10 percent of civilian child care centers are accredited, 97 percent of centers at military installations have earned that status. Studies have shown that accredited programs have more child-initiated activities, higher staff morale, better-defined goals, and a more culturally diverse curriculum than non-accredited care. Family Child Care providers certified by the installation are also encouraged and supported in their effort to seek accreditation.

The accreditation process involves a detailed self-study or assessment of the program by the staff, parents and children/youth. Programs then spend time making adjustments and improvements prior to an accreditation visit. The accrediting organization then schedules professionals in the field who observe, review documentation, and speak with stakeholders in the program before accreditation is awarded. For more information on accreditation, view the national accrediting organizations' websites: National Academy of Early Childhood Programs, a division of the National Association for the Education of Young Children for child development centers infant to age 5; the Council on Accreditation for school age care; and, the National Association for Family Child Care for FCC Homes.

Maintaining accreditation is as important as pursuing accreditation. Each accrediting body has their own time frame for renewal of accreditation. Army programs are always in the accreditation process, whether it is a first time accreditation, a renewal or maintaining standards during a period of accreditation. The result is that we are continually evaluating our programs and looking for ways to improve them. We welcome the assistance of parents in pursuing, achieving and maintaining accreditation.

FEES & PAYMENT POLICIES

Annual Registration Fee - Waived

The annual registration fee for Army CYS Services is currently waived. The purpose of the annual registration is to ensure that all information in the child's record is accurate, especially information regarding the child's health and emergency contact/child release designees. So, while the registration fee is waived, the requirement for annual registration on the anniversary date of the initial registration is not. Administrative staff will warn parents of an upcoming annual registration requirement when they are swiping their child/youth in at the front desk of a CYS Services facility.

Hourly Care Fees & Policies

You are required to pay for hourly care on a daily basis when you pick up your child(ren) from care. The minimum charge is one hour of care. The current hourly rate is \$4 per hour per child. There is no multiple child discount for hourly child care.

Care for more than one hour is assessed in half hour increments. For example, if your child stays 2 hours and 1 minute, you will be charged for 2 ½ hours of care. Our automated system will compute the fees based on the time the child was logged in/out for care. Regardless of the time on the clock or your watch, the number of hours and minutes calculated will be the same.

You may put a credit balance on your account rather than bringing cash or writing a check each day. You will still need to stop at the desk but your credit balance will pay your child care fees. We also accept credit/debit cards, but cannot extend credit. Fees must be paid prior to leaving.

"Free" Child Care

Several organizations on Fort Jackson pay child care fees for their members who volunteer their services or participate in special programs. Most of these organizations provide "child care slips" to the member to present in lieu of payment. If you are interested in participating in one of these programs, you should contact the sponsoring organization for more information. Registration with CYS Services is still a requirement.

Fees & Policies for Regularly Scheduled Child Care and School Age Care

Background Information

In response to the Military Child Care Act of 1989, Department of Defense (DoD) established a uniform fee policy based on total family income for regularly scheduled child and school age care services. The purpose of the fee policy is to make child care affordable for all Military Families. There are 9 income categories in the current fee policy.

Department of Defense Child Care Application Fee & Determination of Total Family Income (TFI)

All Families registering for regularly scheduled child care and school age care programs are required to bring proof of income and complete DD Form 2352, Department of Defense Child Care Fee Application, to establish fees for services. The application defines what should be included as family income. If you decide not to divulge your income information, you will be assessed fees at the highest Income Category.

- ◆ By law, military child care fees are based on Total Family Income (TFI), not military rank or civilian grade. The military services subsidize fees on a sliding scale for every family regardless of rank/grade or income.
- ◆ TFI is defined as all earned income and includes wages, salaries, tips, long term disability benefits, voluntary salary deferrals, assignment incentive pay, quarter's allowances, subsistence allowances, in-kind quarters and subsistence received by military members, and anything else of value, even if not taxable, that was received for providing services.
- ◆ Military specialty pay is included in TFI calculation as well as income received under the Family Subsistence Supplemental Allowance (FSSA).

- ◆ Parents are required to complete the Department of Defense Fee Application, Form 2352, annually at registration and re-registration to establish their income category.
- ◆ TFI includes income of both parents even if geographically separated. Only divorced or legally separated parents may have their fees based on one income with submission of the divorce decree or legal separation documents.
- ◆ Parents must update their Department of Defense Child Care Fee Application if there is a change in the employment status of the parents that increases their Total Family Income (TFI).

Prorating of Fees for Enrolling/Withdrawing

If you enroll or withdraw your child from a program at any time other than the 1st or last day of the month, respectively, we will prorate your fees. You will be charged a daily rate according to your income category which is calculated by our automated system based on the number of days in the month. For new enrollments, your installment billing will start at the beginning of the next month.

When Are Fee Payments Due?

Fees are due in advance of service. An initial fee payment of 10% of the monthly fee payment (rounded to the nearest even dollar amount) reserves the child's space in the program, is non-refundable and paid in advance of the child's start date. The initial fee payment will be credited to the first month's payment.

Parents may elect to pay their child care fees for the month in one single payment due prior to the first of the month or in two installment payments due prior to the first and fifteenth of the month. In any event, the installment billing is processed bi-monthly and charges are applied to our customers' accounts by the 1st and 15th of each month. Summer Camp fees are assessed weekly and are due no later than a week prior to the week of care.

Late Payment Fees & Handling of Delinquent Payments

- ◆ Full payment for full day/part day care is due within 5 business days of the billing date
- ◆ For services billed twice a month, a \$10 per child late payment fee will be assessed on the 6th business day of each missed payment cycle. For services billed on a monthly basis, a \$20 per child late payment fee will be assessed on the 6th business day after the first of the month billing.
- ◆ If fees are not paid by the next billing cycle, the Sponsor will be notified of intent to suspend services

Hardship Consideration

It's no secret that many of us find it difficult to make it from paycheck to paycheck each month. If you find yourself unable to make a payment on time due to a temporary financial setback, talking to the program director may suffice. But if the problem is more serious and can't be resolved by the time your next billing comes around, you need to consider requesting hardship consideration. If you request hardship consideration, the program director will refer you to financial counseling services available through Army Community Service (ACS). The ACS Financial Counselor meets with you and reviews your income and expenses. Based on his/her assessment of your financial situation, he/she will make a recommendation through the CYS Services Coordinator to the Garrison Commander who will render a final decision regarding your request for hardship consideration. Hardship consideration is not available for contract employees in Category IX.

Leave/Vacation Credit

A 2-week or 4-week leave/vacation credit for part time care and full day care children has been calculated into the fee schedule. Leave/vacation fee credits must be taken in a minimum of one week increments. Fees won't be charged during the time the child is absent and the child care space is reserved for the Family until the child returns. The child may not be in attendance in the program during this time. Leave/vacation fee credit begins at the time of child registration and concludes at the time of re-registration the following year. Leave/vacation fee credit not used during the year may not be carried over to the following year. Leave credit does not apply to Before & After School Programs.

Program Withdrawal

A written notice of your intent to withdraw your child/youth from on-going programs is required two weeks prior to effective date of withdrawal. Notification helps us to effectively manage our spaces and staffing

and reduces operation costs. In addition, it keeps you from accruing needless fees. Failure to provide the notice will result in a charge equal to the two weeks of care being applied to your account.

Multiple-Child Reduction (MCR) Discount

Families with more than one child attending a regularly scheduled child care or school age care program receive a 15% discount on the child in the least expensive type of care. This discount does not apply to hourly care, SKIES Instructional Programs or contract employees in Category 9.

Partnership Connection Program

The Partnership Connection Program is a parent participation program where a Family can earn up to a 10% discount on their monthly child care fees. Partnership Connection Points must be utilized as they are earned. For more information and to sign up, see your Program Director.

Extended Hours Care for Mission

For those Active Duty Soldiers who are using extended hours care for mission at the Imboden Street Child Development Center or the Lee Road CDC, there are no additional fees above those charged at the CDCs or School Age Programs for their regularly scheduled care. The Soldier must be on duty while their child/children are in care.

Family Child Care Fees

The Family Child Care program offers child care that is affordable and available. FCC subsidies ensure that child care is available at rates lower than those charged for the same type of care in the on post child development centers and school age programs. Subsidies are also available for mission related child care needs for evenings, unusual hours, weekends, shifts, extended hours (in excess of 13 hours per day) and overnight.

Youth Sports & Fitness Fees

Youth Sports & Fitness fees vary by the sport and are based on the Department of the Army Fee Policy. Payments for Youth Sports must be made in full, prior to the beginning of the selected sports season. They are non-refundable. Fees for individual and team sports include a uniform top and bottom, certificate of participation and an end of season celebration

Multiple Child Reductions (MCR):

The MCR of 15% is applied when more than one child is enrolled in any Youth Sport during the same sport season. The full fee is paid for the most expensive sport when children are enrolled concurrently. All other children receive the MCR. The full fee is paid for the first child enrolled when children are not enrolled concurrently due to the varying registration periods. All other children receive the MCR. Effective 1 Nov 14, contract employees in Category 9 are no longer eligible for the MCR.

Coaches' Discount

A CYS Services coaching incentive is available for parents/guardians who are willing to be a volunteer coach. The Youth Sports Coach Fee Reductions apply only to the coach's own children during the same season they volunteer to coach.

Volunteer Head Coaches may enroll:

- (1) All of their children at no cost in any Category A or B sport.
- (2) One child at no cost in the same Category C sport they are coaching. Subsequent children in this Category C sport receive a 15 percent reduction. Subsequent children in Category A or B sports are at no cost.

Assistant Volunteer Coaches may enroll:

- (1) One child at no cost in any Category A or B sport.
- (2) One child at a 25 percent reduction in a Category C sport when the parent is coaching the same sport.
- (3) Subsequent children receive a 15 percent reduction in any Category A, B, or C sport.

SKIES Instructional Program

Fees must be paid in full prior to the start of the instructional class. If you are enrolling for a one time class, you can enroll and pay the fee online. If, however, you are enrolling for an on-going class, you will need to enroll at Parent Central Services. When you enroll your child, the fees for the current month are added to your account and then you will be billed monthly for each of the following months. These fees are added to your CYS account monthly after close of business on the last working day of each month for the upcoming month through the Child & Youth Services Management System (CYMS). Ongoing SKIES*Unlimited* class fees must be paid in advance of each session or new month to ensure the class enrollment.

Deployment Support Services

Mission Level 1 – Family Members of Deployed Sponsors

- ◆ 16 hours a month of free child care per child.
- ◆ Free child care for mandatory deployment functions (does not count against 16 hours of free child care).
- ◆ Hourly care beyond 16 free hours is \$2.00 per hour per child.
- ◆ 20% reduction in the cost of full/part time care and camps.
- ◆ Up to \$300.00 for SKIES*Unlimited* instructional classes per deployment.
- ◆ Up to \$100.00 Sports enrollments per deployment.

Benefits are available 30 days prior to deployment and up to 90 days after deployment

Mission Level 2 – Family Members of Sponsors Who Are on an Unaccompanied PCS, TCS or TDY for 90-179 days

- ◆ 16 hours a month of free child care during designated eligible period (length of time sponsor is PCS, TCS or TDY)
- ◆ Free child care for mandatory deployment functions (does not count against 16 hours of free child care).
- ◆ Hourly care beyond 16 free hours is \$2 per hour per child.
- ◆ Up to \$150 for SKIES*Unlimited* instructional classes during eligible period.
- ◆ Up to \$50 for sports enrollment during eligible period.

Mission Level 3 – Family Members of Sponsors Who Are Part of the Rear Detachment (on Rear Detachment Personnel Availability Report) and Warriors in Transition Cadre

- ◆ 5 hours a month of free child care during support of designated mission
- ◆ Free child care for mandatory deployment briefing and special openings related to deployment (does not count against 5 hours of free child care).
- ◆ Hourly care beyond 5 free hours is \$2 per hour per child.
- ◆ Up to \$150 for SKIES*Unlimited* instructional classes per child.
- ◆ Up to \$50 for sports enrollments per child.

Family Members of Wounded Warriors and Warriors in Transition (ARMY FAMILIES)

- ◆ 16 hours a month of free child care during designated eligible period (length of time sponsor is AW2 or WT)
- ◆ Free child care for mandatory deployment functions (does not count against 16 hours of free child care).
- ◆ Hourly fees beyond free hours is \$2 per hour per child.
- ◆ Unlimited free hourly care for medical appointments.
- ◆ Category 1 fees for children/youth enrolled in regularly scheduled full/part day programs.
- ◆ Up to \$300 for SKIES*Unlimited* instructional classes per child per fiscal year.
- ◆ Up to \$100 for team sports per child per fiscal year.

Family Members of Fallen Warriors (ARMY FAMILIES)

- ◆ 16 hours a month of free child care.
- ◆ Hourly fees beyond free hours are \$2 per hour per child.

- ◆ 40 hours for bereavement respite child care from the time of notification continuing for 4 weeks after burial.
- ◆ Category 1 fees for children/youth enrolled in regularly scheduled full/part day programs.
- ◆ Up to \$300 for SKIES*Unlimited* instructional classes per child per fiscal year.
- ◆ Up to \$100 for team sports per child per fiscal year.

To access deployment support services discounts, appropriate supporting documentation must be submitted to Parent Central Services, Bldg. 3392 Magruder Avenue to establish eligibility.

Late Pick-up Fees

- ◆ After program closure time, 1.00 per minute up to 15 minutes per family per site regardless of the number of children in care at that site.
- ◆ If later than 15 minutes, \$5.00 per child, per site, for the remainder of the hour and then \$5.00 per child, per site for each hour thereafter.
- ◆ Late pick-up fees are not charged for approved mission related circumstances or when specific arrangements have been made and approved to extend the care.

Refunds

Refunds are not authorized for:

- a. Child absences less than two weeks.
- b. CYS Services short term closures due to inclement weather (3 days or less).
- c. Withdrawal from a SKIES*Unlimited* Instructional class after the class begins.
- d. Withdrawal from Sports programs after practices begin.
- e. Unused leave/vacation credit.
- f. Unused Deployment Support Services benefits such as Sports and SKIES program fees.

Refunds are authorized for:

- a. Program closures for repair or renovation and an alternate care setting is not provided.
- b. Unexpected prolonged child absence due to Family emergency or extended illness of more than 2 weeks (with proper documentation) and fee has already been paid.
- c. Withdrawal from a youth sport occurring before the mid season of the sport upon receipt of PCS orders.
- d. Withdrawal from a regularly scheduled childcare program upon receipt of PCS orders or for extenuating circumstances (Ex: unable to give 2 week notice). This is the manager's decision.
- e. Fees will be refunded to FCC patrons if an alternative care setting is not provided when an FCC home is closed due to Provider personal circumstances or when CYS Services determines circumstances in the Provider's home adversely impact the health, safety, or well-being of the child(ren) in care.

Child Care Tax Credit

You can take a federal income tax credit for child care fees you pay, if the child care is necessary for you to work or look for work. This credit may equal 20 to 30 percent of your total child care fees. You do not

have to itemize deductions to take the child care credit. You claim the credit by completing Form 2441, Credit for Dependent Care Expenses, and submitting it with your federal tax return. Your receipts are your proof of payment for income tax purposes. However, you can generate a child care tax statement at the <https://webtrac.mwr.army.mil/webtrac/Jacksoncymys.html> . A user ID and password will be emailed to you at the time of registration. For parents using FCC providers, you must secure a provider's tax number. If a tax number happens to be the Social Security Number then you must agree to protect that information from abuse. CYS Services cannot release a Family Child Care provider's Social Security Number.

Civilian Child Care Subsidy Tax Liability

The Internal Revenue Code requires that child care subsidies generally be treated as cash income, in addition to normal earnings. While no direct subsidy payment is made to any sponsor, either military or civilian, the DoD installation based child development programs are equally subsidized for all sponsors through appropriated funds. These subsidies enable the programs to provide quality care to your children at a rate less than would normally be charged. The subsidies essentially, reduce your cost of this nationally accredited child care. DoD Civilian Sponsor families who utilize installation based CYSS child care must register with the Defense Civilian child care subsidy program for Tax Liability. The online parent enrollment form can be found at <https://dodcivilianchildcaresubsidy.com>.



PARENT & PROGRAM PARTNERSHIP

You are an integral part of your child's/youth's program. We encourage you to observe your child/youth within the program setting and communicate daily with our personnel, especially those directly involved with your children/youth. An increased understanding of program philosophy and goals is obtained by participating in parent programs and by taking advantage of communication linkages. In addition, we encourage you to share information about your heritage, culture and home language with us so that we can support your child in following your cultural mores and encouraging them to accept others and celebrate diversity.

Open Door Policy

We have an "open door" policy. Parents are welcome at anytime to meet, greet and get to know the staff, tour the facility or observe their child involved in program activities.

Parent Participation – Partnership Connection

Parents are considered an integral part of CYS Services and are encouraged to participate in all programs and activities. Parents may visit, eat lunch with their children and/or participate in the activities of the program at any time. In addition, they are invited to share their skills/talents or culture/heritage with the children (i.e., cooking, cultural celebrations, games, sports activities, arts and crafts, etc.) or volunteer for field trips and special events.

The Partnership Connection is a Child, Youth & School (CYS) Services program that provides an avenue for parents to earn a discount on program fees by participating or volunteering in support of our programs. Families may earn 10% off their monthly fees for volunteering 10 units a month (approximately 10 hours). If interested, please ask management for a Partnership Connection Memorandum of Understanding and

information on upcoming activities/events approved for partnership connection points. We will all benefit from your involvement in our program.

Parent Resources, Education and Additional Information

CYS Services Training & Curriculum Specialists keep an extensive library of resource books, many of which deal with growth and development, common parenting problems and guiding and disciplining children. These resources may be checked out to parents. Additionally, we sponsor several parent education events throughout the year for Families and provide Parent Participation Points for Families that participate in Parenting Classes through Army Community Service. Child safety (child abuse prevention) programs are offered in conjunction with the Army Community Service Family Advocacy Program. More information on our policies and procedures in the form of Standard Operating Procedures (SOPs) are available on site in all CYS Services locations. If you would like a copy of any of our operating procedures, please don't hesitate to ask.

Parent/Staff Communication & Parent Conferences

Parent/staff communication contributes significantly to the child's/youth's well-being. Parents are encouraged to talk to their child's teacher on a daily basis. Open communication between staff and parents is vital. Please share information at arrival time with your child's teacher. It is important to let the staff know if there have been any significant changes with your child since your last visit. The staff will gladly share information about your child's stay at departure time. If an extended discussion is necessary, please let us know so that we can schedule a conference at your convenience. Your ideas are important to us, but we do not want the teacher's attention diverted from providing safe and watchful supervision in the classroom.

In Child Development Center full day and part day programs, parents are asked to attend a parent conference three to four times a year. In hourly care programs where we serve over 500 children annually, it is not possible or even reasonable to schedule twice annual conferences (some children may not attend on even a monthly basis). Conferences are therefore provided upon parent request as frequently as desired. All of our programs pride themselves on communicating with parents on a regular basis about their child's (children's) progress. We will be happy to schedule a conference at your convenience. Simply tell your child's teacher the time of day you would like to meet and give her one or two weeks to arrange the meeting. Written communications are also of great benefit to parents, staff and children. In an effort to keep parents well informed, newsletters, calendars and notices will be sent home with children on a regular basis.

Voicing Concerns – Chain of Concern

Offering quality services to children and youth requires program staff and parents to work together, committed to what is in the best interest of the child/youth. For this partnership to be effective, it is important that you report to management any issues concerning quality of services. We care about your opinions and want you to let us know how we can better serve our Families. No concern is too minor to bring to our attention. If you ever wish to voice a concern, please feel free to go your child's program director to share the issue.

The best and most effective approach is to contact management as early as possible to discuss the concern. In some cases a meeting with management staff may be enough to resolve your concerns, in other cases a meeting involving the direct care staff may be helpful. Regardless, we are committed to working with our parents to resolve situations in the best interest of the children/youth. Our goal is to provide the best possible customer service to our Families.

Parents are encouraged to follow the chain of concern to ensure speedy resolution of issues:

- ◆ Program Director
- ◆ Coordinator, Child, Youth & School Services
- ◆ Director of Family and Morale, Welfare & Recreation
- ◆ Deputy Garrison Commander

- ◆ Garrison Commander

CYS Services Parent Advisory Board & Program Level Parent Advisory Committee

The Child, Youth and School Services' Parent Advisory Board (PAB) meets quarterly and is comprised of the Parent Advisory Committee Chairpersons from our CYS Services Program Parent Advisory Committees. The Board meets to discuss current events, initiatives and proposals. It is also used to elevate issues and concerns. Parent input to the CYS Services Strategic Plan is solicited from this Board of individuals and is considered in short and long range planning for program improvement. All parents are encouraged to attend the meeting.

The Parent Advisory Committees (PAC) at the program level while also a forum to raise issues, plans and oversees group activities and projects coordinated with program management. Activities and projects may include program improvement, parent activities and/or advocacy projects. For more information, please contact your Program Director for dates and times.

We encourage all parents to become involved in our Parent Committees and the Parent Advisory Board. Involvement in these forums is a proactive way to be an advocate for change. We value your input and participation.

Interactive Customer Evaluation (ICE) System & Comment Cards

The Interactive Customer Evaluation (ICE) System is your direct link to any Fort Jackson service provider. Let us know how we are doing! The ICE link can be found on the Fort Jackson home page at <http://www.jackson.army.mil>. In addition, each CYS Services facility has ICE comment cards at their location. If you have a concern, a comment, or even want to give us a pat on the back, please fill out a card and put it in the locked box at the facility. The cards will be picked up and manually input into the Interactive Customer Evaluation system. For a more timely response, use the automated system.

Middle School & Teen Programs

Family support and cooperation are necessary for the successful operation of the MS&T Program. Parents are encouraged to offer their services to assist the staff in the planning, preparation, supervision and chaperoning of MS&T activities. There is a continuous need for Family volunteers to assist the staff in the program. A Parent Advisory Committee is available to all Families who wish to volunteer their time to work in cooperation with the staff and youth to make improvements and develop new initiatives.

Youth Sports & Fitness

We welcome parents as volunteers and active participants in our program. Volunteers are critical to the success of the Youth Sports and Fitness Program and we welcome your support and insight. Parents can participate by becoming coaches, assistant coaches, team moms, or volunteer for our Parent Advisory Committee which participates on the Child, Youth & School Services Advisory Board.



Coaching

Coaches play an important role in ensuring that children and youth participating in Army sports programs have a positive and beneficial experience. NYSCA certification prepares coaches for the responsibilities of coaching and establishes minimum training requirements for those entrusted with the training of our young athletes.

COACHING REQUIREMENTS

- ◆ The Army has selected the National Alliance for Youth Sports (NAYS) as the certifying organization for Army Youth Sports and Fitness Programs. The National Youth Sports Coaches Association (NYSCA) is the subdivision of the NAYS organization that is responsible for developing the coaches' certification training materials and managing the certification process.

- ◆ Fort Jackson's Sports and Fitness Program is a sanctioned NYSCA Chapter and authorized to provide training in order to fulfill all requirements for NYSCA coaches' certification.
- ◆ Individuals who serve as Fort Jackson Sports and Fitness coaches must complete all requirements to obtain and maintain NYSCA certification.
- ◆ Individuals desiring to coach must complete a Volunteer Application and Agreement, sign documents for background checks, sign a Code of Ethics, complete required training, and sign acknowledgement of the CYS Services Touch Policy.
- ◆ Coaches must complete satisfactory background checks before beginning practices.

Parent's Code of Ethics

Parents are an integral part of our Sports & Fitness Programs. Parents who model positive behavior set the standard for youth to display similar behavior. Parents of children participating in Team Sports Programs are required to sign a Parent's Code of Ethics during the enrollment process. We encourage you to become familiar with the Code of Ethics, which you signed when you registered your youth. The Code of Ethics is provided below with information on handling violations of the Code.

CODE OF ETHICS

I hereby pledge to provide positive support and encouragement for my child participating in youth sports by following this Parents' Code of Ethics:

- ◆ I will encourage good sportsmanship by demonstrating positive support for all players, coaches and officials at every game, practice or other youth sports event.
- ◆ I will place the emotional and physical well-being of my child ahead of my personal desire for the team to win.
- ◆ I will insist that my child play in a safe and healthy environment.
- ◆ I will require that my child's coach be trained in the responsibilities of being a youth sports coach and that the coach upholds the Coaches' Code of Ethics.
- ◆ I will support coaches and officials working with my child to encourage a positive and enjoyable experience for all.
- ◆ I will demand a sports environment for my child that is free from drugs, tobacco, alcohol and profanity and will refrain from their use at all youth sports events.
- ◆ I will remember that the game is for youth - not adults.
- ◆ I will do my very best to make youth sports fun for my child.
- ◆ I will ask my child to treat other players, coaches, fans and officials with respect regardless of race, sex, creed or ability.

Handling of Violations

Consequences for a parent violating the Code of Ethics are based on the seriousness of the infraction(s). Normally, for a first incident, management will address the issue with the parent(s) and remind the parent(s) of the Code of Ethics which they signed. For more serious infractions, management will notify the parent in writing of the seriousness of the infraction, the action the parent must take to resolve the issue and the possibility of being banned from the sporting activity for a designated period of time. For any unlawful behavior, the parent will be asked to leave the sporting event and be suspended from returning for a designated period of time pending a full investigation into the incident. Military Police will be contacted if the parent refuses to cooperate.

PARENTS' RIGHTS & RESPONSIBILITIES

Parent Bill of Rights & Responsibilities

Each child's maximum potential can best be achieved through a strong partnership between parents and the educational, recreational, and child care community. To foster active engagement between parents and the child care community, parents have certain rights and responsibilities.

ALL PARENTS HAVE THE FOLLOWING RIGHTS:

1. *The right to affordable and available child and school age care and programming in a safe and supportive learning and recreational environment.*
 - ◆ Affordable income-based programs
 - ◆ Reasonable accommodations to support their child if they have specific challenges, whether mental or physical
 - ◆ A safe and supportive of environment free from discrimination, harassment, bullying or bigotry where their child can learn and play
 - ◆ Courtesy and respect for their child from others regardless of the child or parent's age, creed, color, gender, gender identity or expression, religion, national origin, weight, physical or emotional condition, disability, marital status, or political beliefs
2. *The right to access information about their child with access to any educational records, including portfolios or other written records, visual recordings, and any information on educational and recreational programs and opportunities available to their children.*
 - ◆ Information regarding all policies, plans, and regulations which require parent consultation
 - ◆ Access to current information regarding services which are provided by the program and eligibility for those services
 - ◆ Information concerning behavioral expectations for their child within the program
 - ◆ Access to information concerning programming including curriculums or courses of study utilized by the program
 - ◆ Confidentiality of their child's records
 - ◆ Access and view their child's records upon request and to have a meeting within a reasonable time after making such a request
 - ◆ Ability to review all teaching materials, instructional materials, and any other teaching or recreational aids used in the program.
 - ◆ The right to be informed immediately if the program suspects their child has been abused or neglected or treated in violation of any program policy
3. *The right to be actively involved and engaged in the program and to be given every available opportunity for meaningful participation.*
 - ◆ Feel welcomed and respected in their child's program
 - ◆ Be treated with courtesy and respect by all program personnel, and to be accorded all rights without regard to race, color, creed, religion, national origin, sex, gender, age, ethnicity, marital status, sexual orientation, disability or economic status
 - ◆ Participate in regular written or verbal communication with program staff and share concerns regarding their child's social, academic, or behavioral progress
 - ◆ Meet with program staff directly working with their child and program director in accordance with established procedures
 - ◆ Participate in meaningful and productive parent-staff conferences to discuss any issues concerning their child, as appropriate, throughout the program year
 - ◆ Have program staff make every reasonable attempt to ensure parents receive important notices from the program

- ◆ Participate as an active member of the program Parent Advisory Committee or CYS Services Parent Advisory Board

4. *The right to file complaints regarding matters affecting their child.*

- ◆ File a complaint regarding allegations of physical, sexual or emotional abuse of their child
- ◆ Appeal an entry in their child's records on the grounds that it is inaccurate, misleading, or in violation of their child's privacy
- ◆ File a complaint alleging discrimination
- ◆ Withdraw their child from any learning material or activity on the basis that it is harmful to their child or to their family belief system
- ◆ The right to opt in or out of any sex education curriculum provided by the program
- ◆ Participate in any parent satisfaction survey conducted by the program and to leave comments with the Interactive Customer Evaluation (ICE) system

ALL PARENTS ARE RESPONSIBLE FOR:

- ◆ Sending their child to the program appropriately dressed and ready to participate.
- ◆ Ensuring their child arrives at the program in adequate time to be provided transportation or meals, if required, or to participate in scheduled field trips.
- ◆ Informing the program if the child will not be attending the program.
- ◆ Being aware of their child's activities at the program by talking to staff, reading program notices, and meeting with program staff if any issues arise.
- ◆ Maintaining verbal and/or written contact with the program concerning their child.
- ◆ Adhering to all program policies.
- ◆ Notifying program management staff of any quality of care issue.
- ◆ Responding in a timely manner to communication from the program.
- ◆ Attending any meetings and/or conferences that pertain to their child.
- ◆ Entering the program's facility in a respectful manner, refraining from disruptive behavior and treating all members of the program with courtesy and respect.
- ◆ Ensuring that the program is updated with accurate contact information including addresses, phone numbers, emergency contacts, etc.
- ◆ Notifying the program if their child contracts a communicable disease.

PARENTS SHOULD ALSO:

- ◆ Provide a supportive home setting where education and respect is a priority.
- ◆ Reinforce the importance of acquiring the knowledge, skills, and values needed to function effectively in society.
- ◆ Volunteer time, skills, and resources at the program, if possible.
- ◆ Become active members of the Parent Advisory Committee or Parent Advisory Board.
- ◆ Question program staff about their child's activities and behavior and discuss with their child the program's expectations for their behavior.
- ◆ Teach their child to respect the property, safety and rights of others, and the importance of refraining from intimidating, harassing, or discriminatory behavior.



CHILDREN'S RIGHTS AND RESPONSIBILITIES

Child & Youth Bill of Rights

We believe all people deserve the opportunity to be effective citizens in a democratic society, regardless of their age. Child/youth participation is achieved when adults acknowledge youth as important, valuable resources with potential and promise for making our society a better place in which to live. We further believe all people, regardless of age, deserve

the opportunity to be treated with dignity and respect and as equal, contributing members of society.

CHILDREN IN CYS SERVICES PROGRAMS HAVE THE RIGHT TO:

- ◆ A safe environment where their abilities are nurtured and they are loved and appreciated for who they are
- ◆ A safe place to keep their personal belongings and to expect age appropriate and reasonable amounts of privacy when necessary (Destructive or harmful objects such as weapons or drugs are not considered "private.")
- ◆ Their own identity and values, and freedom to express their emotions, hopes, plans and goals
- ◆ Privacy in relation to personal journals, letters, telephone calls, e-mails, and personal belongings, except in cases associated with extreme danger or wrong-doing.
- ◆ Be considered an adult in the making and a full member of the human race.
- ◆ Know that there will be a future for him or her to grow into and that he or she is an active and important part of it.
- ◆ Have constructive interests of their own and for the program to support, as well as time and space to practice and explore those interests.
- ◆ Decide, within reason, where and with whom he will spend time while in the program and how that time will be used.
- ◆ Have explained to them, in a manner easily understood, any decision that is being made that would impact the program and the child's participation in the program.
- ◆ Their own ideas and opinions about such decisions and the ability to express them.
- ◆ Talk with whomever they need to and to consider those talks private. Inappropriate or dangerous talks to include threats of violence or self-harm, talks with strangers or other adults, either in person or on the Internet, are not considered part of this right.
- ◆ A clean and healthy environment with healthy food options and clean and adequately supplied restrooms and recreational areas.
- ◆ Reasonable amounts of free time to be used as they wish.
- ◆ Be productive and to enjoy the fruits of their labors and to create what they wish to create.
- ◆ A program tailored carefully around their evolving interests, skills, and needs.
- ◆ Learn about things that interest them and to develop skills that interest them.
- ◆ Refuse to be exposed to forms of bigotry, prejudice, or hate.
- ◆ Expect the program will protect them and keep them safe from bullying or harassment.
- ◆ Walk away from any fight or disagreement and not lose face by having done so.

CHILDREN IN CYS SERVICES PROGRAMS HAVE THE RESPONSIBILITY TO:

- ◆ Grow up and become a respectful, responsible adult.
- ◆ Develop and express good ideas and be the very best they can be.
- ◆ Control themselves and their actions.
- ◆ Make the world a better place for their children.
- ◆ Look around, be interested, and try many things, as long as they are not harmful to themselves or others.
- ◆ Listen and understand when adults in the program explain why they want to move them somewhere, or when their time is to be used a certain way.
- ◆ Understand that they are part of a group and sometimes their help is needed.
- ◆ Keep the program safe and not bring dangerous or harmful materials into it.
- ◆ Care for program materials as if they were their own possessions.
- ◆ Try to make things better instead of just complaining about them.
- ◆ Let the program know whatever they need to know to safely care for them.
- ◆ Select good friends who truly care for and about them.
- ◆ Stand up to others in a safe manner, if they see someone being harmed or abused. Tell an adult!
- ◆ Do everything needed to keep their body safe and well.
- ◆ Be responsible, safe and smart while playing.
- ◆ Get involved with the program to make it a place they enjoy coming to every day.
- ◆ Walk away whenever anyone tries to push harmful ideas or bigotry onto them.
- ◆ Treat other youth and adults with respect.

- ◆ Tell program staff if they are sick or injured. Always tell the truth about things they have seen or heard, or were done to them, even if they were bad or wrong.



IMPORTANT PHONE NUMBERS

Army Public Health Nurse 803-751-5251
Child Abuse/Neglect Reporting Point of Contact 803-751-3113
CYS Services Coordinator 803-751-1672/3770
Department of Defense Child Abuse Hotline 1-800-336-4592
Exceptional Family Member Program 803-751-5256
Family Child Care & Child Development Homes Office 803-751-6234/3767
Hood Street Child Development Center 803-751-1970/1972
Hood St. School Age Center 803-751-9802/9806
Imboden St. Child Development Center 803-562-5901/5902
Imboden St. School Age Center 803-562-2022/2029
Lee Road Child Development Center 803-751-5853
Middle School & Teen Program 803-751-6387/3977
Parent Central Services 803-751-4865/4824
Parent and Outreach Services 803-751-4869/5384
Scales Avenue Child Development Center 803-751-6221/6230
School Liaison Services 803-751-6150
Youth Sports & Fitness 803-751-5040/7451
Youth Sports Complex 803-751-3807
SKIES*Unlimited* Family Center 803-751-6777/562-5915