



# Fort Jackson Child & Youth Services Parent Handbook



Updated January 2020

*Dear Parents,*

*Welcome to USAG Fort Jackson and Fort Jackson Child & Youth Services (CYS). It is our hope that Child and Youth 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 Child and Youth 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 Child and Youth Services. If I can be of any assistance to you, please do not hesitate to contact me.*

*Respectfully,*

*Sunny Bolton  
Chief, Child and Youth Services  
803-751-1672*

## MISSION

- ♦ Army & Child Youth Services (CYS) programs support military readiness by reducing the conflict between Soldiers' parental responsibilities and mission requirements." Simply stated, Child and Youth Services programs provide quality child care, youth out of school options, and school support services so that Soldiers and Department of Defense (DoD) civilians can focus on their job, knowing their children are well cared for by professional staff of the art facilities. Taking care of our Soldiers and their Families with consistent, effective and safe programs builds and enhances not only military readiness and retention, but also family resilience.
- ♦ The foundation of Child and Youth Services rest on four cornerstones: Quality, Availability, Affordability and Accountability. All four cornerstones are equally important, and all must be in balance for Child and Youth Services programs to run effectively and efficiently.

## VISION

Child and Youth Services programs are dedicated to providing:

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

## GOALS

**Quality:** All Child and Youth Services programs operating on federal property are DoD certified. Community-based programs are licensed by the state. This means they are frequently inspected to ensure the safety, health and well-being of children and youth in our programs. In addition, Child Development Center and School Age Care programs are required to be accredited by a nationally recognized accrediting body to validate that quality standards are maintained.

**Availability:** We strive to ensure that sufficient numbers of spaces and support services are available to meet the needs of the installation, while keeping in mind the programs we offer are a service and not an entitlement. This means that while we make every effort to provide the right number of spaces in the right settings and in the right age groups, we may be unable (and it is not a requirement), to meet the total demand.

**Affordability:** Child and Youth Services operates on a "shared cost responsibility" philosophy that ensures fees are affordable for both the Family and the Army. This means fees are based on a Family's ability to pay, and not by the age of the child, typical in civilian programs. By public law, there is a minimum of a 50/50 match between parent fees and Army provided funding.

**Accountability:** Our managers are well trained and competent in safeguarding the Army's resources by providing efficient management oversight, good fiscal stewardship to reduce waste and protect assets. Child and Youth Services programs are not meant to produce a profit, but are expected to break even.

All four of these cornerstones must work in harmony – a program can have sufficient "availability," but if low quality, no one will use the spaces; a program may be meeting 100% of the demand, but perhaps at a cost the Army cannot sustain.

## PHILOSOPHY

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

- ◆ **Families:** Families are the first and primary teachers in their child's life. We support Families in this role through a variety of services that address the specific needs of each family, to include formal and informal education opportunities. Communication between the child's primary teacher and Family, as well as management and support staff, is critical and includes an open, honest exchange of ideas, concerns, shared decision making, and respect for cultural diversity. We encourage Families to share their culture, heritage and home language.
- ◆ **Confidentiality:** Only authorized Child and Youth Service staff will have access to patron files. Child and Youth Services is committed to protecting the privacy of patron information. Medical information concerning patrons is absolutely confidential under state and federal law and may not be discussed at any time with any person under any circumstance.
- ◆ **Diversity/Non-Discrimination:** In accordance with Federal Law, Title VII, the Department of Army, Child and Youth Services prohibits discrimination on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity or associational preference in employment and in their program operations serving Soldiers, Families and the community. The Department of Army affirms its covenant to support and serve Family and MWR customers and employees.
- ◆ **Open Door Policy:** CYS program level staff members are approachable and accessible to parent/guardians during the center's operating hours. Parents/guardians can voice their concerns, complaints and/or compliments regarding their customer service experience. CYS offers a Family friendly environment that encourages parents/guardians to drop in to visit or observe their child/youth.

### ***Viewing Windows***

In conjunction with the Open Door Policy, CYS 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.

### ***CCTV***

Fort Jackson CYS is equipped with CCTV – inside video coverage is 360 degree angles with Audio capability. Outside video coverage is also 369 degree coverage but audio is not available. CCTV should be installed in February 2020.

## PROGRAM OVERSIGHT AND ACCOUNTABILITY

Child & Youth (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 Child and Youth Services programs. The Child and Youth Services Coordinator is responsible for oversight of all Child and Youth Services Programs and provides first line supervision of all Program Directors and special staff. The cornerstones of the Child and Youth Services operations are quality, availability, affordability and accountability.

In addition to the oversight provided by the Child and Youth Services Coordinator, Garrison level proponent agencies (Safety, Fire, Preventive Medicine, and Army Public Health Nurse) also monitor and inspect Child and Youth Services Programs for health and safety compliance on a monthly or quarterly basis. Annually, the Garrison Commander convenes three inspections of all Child and Youth Services Programs on the installation. These evaluations are referred to as a Multi-Disciplinary Team Inspection (MDTI), a Comprehensive Fire and Safety Inspection and a Comprehensive Health and Sanitation Inspection. The MDTI includes outside professionals and parents. Parent input to this evaluation is solicited by a parent representative from each Child and Youth 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, Child and Youth 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 Child and Youth Services Programs is contingent on the AHHI and completion of the Garrison Child and Youth 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 Child and Youth 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 Child and Youth 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 Family Readiness Groups, Town Hall meetings, etc.) or other activities such as religious services. Provided by CYS 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 Parent & Outreach at 751-3773 during regular office hours for further information or to schedule KOS for your community event.

- **SKIES Unlimited 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 Programs and Schools. Provided by CYS 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 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 Child and Youth 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 Child and Youth Services program. Parent & Outreach Services staff will outline volunteer requirements and initiate the necessary background clearances.

#### Child and Youth Services Facility Based Programs

- **Child Development Centers (CDCs):** (Ages 6 weeks-5 years) Offers on-post full day care, hourly care, extended hours (for Single/Dual Army Service Members in a duty status) 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 1<sup>st</sup> and 3<sup>rd</sup> 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** is care that exceeds 12 hours per day or requires evening, night or weekend services. This care is for Active Duty Army Single or Dual Military with an exception to policy supported by a command issued memorandum verifying the mission related requirement. Extended care for Single/Dual SM is for duty performed on Fort Jackson in support of the USATC. Unit commanders are responsible for submitting the Commander’s memo for care.

- **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 5th.

**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 5<sup>th</sup> 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 5<sup>th</sup> grade.

**Extended care** 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 Single or Dual 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.

- **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.

**Open Recreation for youth in 6<sup>th</sup> through 12<sup>th</sup> 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 five service program areas: (1) Sports, Fitness and Health; (2) Recreation and Leisure; (3) Life Skills, Citizenship, and Leadership; (4) Mentoring, Education and School Support and (5) The Arts. 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.



**Functional Fitness:** 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 Functional Fitness 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 promoting a positive self esteem and resilience. Child and Youth 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, Child and Youth 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.



• **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.

• **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 CY 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 CY Services Homework Centers.

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

##### **Child & Youth 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, 5:30 am – 6:00 pm.

**Services:** Full day care for children ages 6 wks – 5 years

##### **Hood Street Child Development Center**

**Location:** Bldg 4585, Hood Street

**Phone:** 803-751-1970/1972

**Operating Hours:** Monday – Friday, 0600-1800

**Services:** Full Day care for children 6 wks – 2 years

##### **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 – 1800 pm

**Services:** Full Day Care and Strong Beginnings with extended hours Before and After School Care grades K-5<sup>th</sup> with extended hours offered at Lee Road CDC) and Summer Camp with extended hours, transportation to and from Richland 1 and 2 schools

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

**Location:** Bldg. 5978, Imboden Street

**Phone:** 803-562-2022

**Operating Hours:** Monday – Friday, 5:30 am – 1800 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, 5:30 am – 1800 pm.

**Operating Hours (School Year):** Monday – Friday, 5:30 am – 8:30 am; 2:30 pm – 1800 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, Monday – Friday 0800-1600 hourly care

**Services:** Hourly care offerings for children 6 wks – 5 years of age Monday through Friday, 25 hours/week or less; 24 hour care for Army Active Duty Dual or Single Military Service members with a Commander's memo defining the reason for care, Soldiers must be in a duty status, in uniform for drop off and pick up, 6 weeks – Youth.

### **Youth Center (Boys & Girls Club, Unit 1)**

**Location:** Bldg. 5975 Chestnut Road

**Phone:** 803-751-6387/1136

**Facility Operating Hours (School Year):** Monday – Thursday, 0530-0800 at ICDC, 2:30 pm – 9:00 pm; Friday, 2:30 pm – 10:00 pm, Saturdays field trips when announced

**Facility Operating Hours (summer and School out Days):** Monday – Thursday, 0530 am – 9:00 pm; Friday, 6:00 am – 10:00 pm, Saturdays field trips when announced

**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, Chestnut 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, Chestnut 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.

## Child and Youth Services Family Child Care (FCC)

Fort Jackson has a Family Child Care program. FCC providers are certified to provide care in their on post homes. FCC providers have passes qualified inspections and are able to provide viable child care options for CYS patrons seeking care. Each provider has weekly or monthly visits from the CYS Coordinator or designee. FCC providers fill their spaces by working with Parent Central Services using the militarychildcare.com waitlist process. Patrons who choose FCC can pay 15% less for fees.

### ELIGIBILITY FOR SERVICES

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

Note. In an in loco parentis relationship, a person takes on the role of a lawful parent by assuming the obligations and discharging the duties of a parent without formally becoming an adoptive parent or legal guardian. The child(ren) must reside with and be supported by the person. A special power of attorney to act in loco parentis is required to be on file.

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

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

Military personnel of foreign nations and their Families when on orders from the U.S. Armed Forces, or in overseas areas when the overseas commander grants privileges in the best interest of the United States. (Reference: AR 215-1 when addressing children 0-12 refer back to AR 608-10).

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

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

## REGISTRATION PROCEDURES

Parent Central Services  
Room C01, Joe E Mann Center  
Building 3392, Magruder Avenue (corner of Gregg Street)  
Mondays- Friday 7:30 am to 4:30 pm  
803-751-4865/4824  
(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.

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

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

- ☐ Identification Card (Sponsor or Spouse)
- ☐ Immunization Record or transcription
- ☐ Proof of Income: (i.e. Leave and Earning Statements/Pay Vouchers or proof of fulltime school enrollment)
- ☐ Health Assessment/Sports Physical Statement or Well Baby Check Up (due within 30 days of registration)
- Proof of eligibility
- ☐ Local Emergency and Child Release Designee (minimum of two)
- ☐ Family Care Plan (Dual/Single Military Only—due within 30 days of registration)

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

DD Application for DoD Child Care Fees  
FORM  
2652

Teen Self Registration Form  
CYMS Profile Print  
Family Care Plan (dual/single military only)  
Health Assessment /Sport Physical Statement  
Health Screening Tool (SNAP) Form/MAPS

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 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 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 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 Program and the presenting medical condition may require CYS 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 program.

**General Medical Action Plan** Required for all other children/youth with special needs where CY

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 Order of Precedence:**

**\*\*\*All CYS patrons desiring a space in a CYS program must create a family profile on [MilitaryChildCare.com](http://MilitaryChildCare.com). Placement in programs is defined by the Department of Defense and spelled out in the Order of Precedence:**

### **Priorities for Child Care**

Priority 1A - CDP (Child Development Program) Direct Care Staff.

The children of CDP Direct Care Staff are placed into care ahead of all other eligible patrons.

Priority 1B - Single/Dual Military Members and Military Members with a Full-Time Working Spouse

- (a) Single or Dual Active Duty Members,
- (b) (b) Single or Dual Guard or Reserve members on Active Duty or Inactive Duty Training Status,
- (c) (c) Active Duty with Full-time Working Spouses,
- (d) (d) Guard or Reserve members on Active Duty or Inactive Duty training status with full-time working spouses.

Priority 1C - Military Members with a Part-Time Working Spouse or those with a Spouse Seeking Employment

- (a) Active Duty members with part-time working spouses or spouses seeking employment
- (b) Guard or Reserve members on Active Duty or Inactive Duty training status with a part-time working spouse or spouses seeking employment.

Priority 1D - Military Members with a Full-Time Student Spouse

- (a) Active Duty members with spouses enrolled in a full time post-secondary institutions.
- (b) Guard and Reserve members on Active Duty training status with spouses enrolled full time in post-secondary institutions.

Priority 2 - Single/Dual DoD Civilians and DoD Civilians with a Full-Time Working Spouse

- (a) Single or DoD Civilian Employee
- (b) DoD Civilian Employees with full-time working spouses.

Priority 3 - Space Available.

- (a) Active Duty with non-working spouse
- (b) DoD Civilian employees with spouses seeking employment
- (c) DoD Civilian Employees with spouses enrolled in fulltime post-secondary education programs
- (d) Gold Star spouses
- (e) DoD Contractors
- (f) Other eligible patrons. When Priority 1 and 2 patrons are placed into care, CYS Services may place other eligible patrons not identified in Priority 1 and 2 into space available care.

Supplanting is implemented only when the installation child care spaces within the CDC or SAC facilities are filled within a specified age group (i.e. infant, toddler, etc.). A child may be supplanted when the anticipated placement time exceeds 45 days and there is a child with a higher priority in need of care on the wait list.

Families receiving notification of supplanting may be eligible for Army Fee Assistance to help pay the cost of off-post child care and may receive enhanced referrals to help them find off-post child care. More information is available at <https://www.childcareaware.org/fee-assistance/military-families/army/>

## **PROGRAM ENROLLMENT**

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

All enrollments in CYS 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. Children and youth are not permitted to attend the practices without the submission of the Sports physical – this is the parent's responsibility in order to keep the child/youth safe. All parents must be on site during practices and games. 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.

## **RESERVATION POLICIES AND PROCEDURES**

### **Hourly Reservations**

Parents may make reservations for hourly care up to 14 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/Jacksoncymys.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: Lee Road Child Development Center (for weekday hours and weekend hours, space available and reservations for Single/Dual Active Duty Military with a Commander's memorandum), Imboden Street School Age Center (for children attending Fort Jackson Schools in Kindergarten through 5<sup>th</sup> grade only)

### **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, the fees for the duration of the reservation 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 Lee Road 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 Imboden Street School Age Center provides hourly care (occasional use) for children in K through 5<sup>th</sup> grade. You must inform the school that Child & Youth Services will be picking up your child. If your child does not report to the designated meeting area, CYS 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.

### **Weekend, Overnight Care and Holiday Reservations for Mission**

**Single or Dual Active duty Fort Jackson 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 one week 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 Hood St/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 Single/Dual Active Duty 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 Parent and Outreach Director at 803-751-4865/4824 to discuss your needs and reserve the date/time.

## **PROGRAM CLOSURES**

### **Holidays**

CYS 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 1<sup>st</sup>), Martin Luther King, Jr.'s Birthday (3<sup>rd</sup> Monday of January), Presidents' Day (3<sup>rd</sup> Monday of February), Memorial Day (Last Monday of May), Independence Day (July 4<sup>th</sup>), Labor Day (1<sup>st</sup> Monday in September), Columbus Day (second Monday of October), Veteran's Day (November 11<sup>th</sup>), Thanksgiving Day (4<sup>th</sup> Thursday of November), and Christmas (December 25<sup>th</sup>).

### **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 Imboden 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 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 an email will be sent via CYM, telephone contact will be the last attempt used to communicate due to the number of children enrolled in programs. Emergency essential personnel will, upon request, be placed at another CYS facility, if available.

If a long term evacuation is required at a CYS facility, the children will be transported to a safe area and notification of their location will be publicized through the CYS and the Emergency Operation Center and by telephonic contact with parents/guardians. Children of emergency essential personnel will be placed at another CYS 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 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. Parents have access to the programs during operating hours as part of the Open Door Policy. If parents are staying in the child's classroom longer than a typical pick up or drop off, parents are required to sign in as visitors to the classroom on the classroom sign in sheets.

### **Daily Admission/Departure**

For safety and accountability 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 the Child and 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 5<sup>th</sup> 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 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 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.

### **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.

### **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 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.

Adult/Child ratios are:

<b>Childcare/SAC Center (Facilities)</b>		
<b>Adult/Child</b>	<b>Age</b>	
Infants: 1:4	6 weeks–12 months	
Pre-toddlers: 1:5	12 months–24 months	
Toddlers: 1:7	24 months–3 years	
Preschool age: 1:10	36 months –5 years	
Kindergarten: 1:12	5-6 years	
School–Age: 1:15	6 years–12 years	1 <sup>st</sup> - 5 <sup>th</sup> grade
Teens: 1:15	13 years -18 year	6 <sup>th</sup> - 12 <sup>th</sup> grade

### **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 provide and alternate activity option for your child/youth. For safety and accountability, parents are not authorized to pick their children up in the middle of a field trip. Parents must pick their children up from the facility in which they are enrolled.

### **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 bus or mini-bus is used for field trips when the destination is not within walking distance. CYS 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 facilities or at CYS sponsored events. All CYS 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 Video Surveillance System (CCTV) 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 CCTV 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. Upgrades to the CCTV is expected to take place in Feb 2020. Inside video will have audio capability.

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

### 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 Services is not responsible for lost, stolen or broken items.



### Lost and Found

All CYS 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 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 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 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 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 times 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 staff will provide a CYS Re-Admittance Slip (*see Appendix 2*) 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.

### **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. CYS will conduct daily health checks. 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 pickup 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 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 Re-admittance Slip (*Appendix 2*) identifying when the child can return and providing any special instructions for CYS staff/providers. Return is authorized when the following conditions exist:

- ◆ Fever - physician has signed Child Illness/Injury Readmission Record (*See Appendix 2*) 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	Rashes (unknown origin)
Shigella	Conjunctivitis
Salmonella	Impetigo
Hepatitis A	Scabies
Haemophilus Influenza B (HIB)	Scarlet Fever
Tuberculosis	Strep Throat
Pertussis (whooping cough)	Ringworm
Polio	Measles
Diphtheria	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 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 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 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 Multi-Disciplinary Inclusion Action Team Process (MIAT) 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 (*available at Appendix4*) 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.

# Child and Youth Services Basic Care Item Permission to Administer

<p><b>DATA REQUIRED BY THE PRIVACY ACT OF 1974</b>  <b>AUTHORITY:</b> Title 10, United States Code, Section 3013.  <b>PRINCIPAL PURPOSE(S):</b> To provide sponsor consent for administration of basic care items.  <b>ROUTINE USES:</b> No information is to be disclosed outside of the DOD.  <b>DISCLOSURE:</b> Disclosure of requested information is voluntary, however, if information is not provided, basic care item will not be administered.</p>				
Name of Child	Activity Room	Start Date		
Name of Sponsor		End Date <i>(no more than 90 days)</i>		
<p>I, _____, authorize CYS Staff to apply the selected basic care item for my child, _____ as instructed below. I understand that this permission slip is good for 90 days from the start date listed above.</p>				
Parent Signature	Date	Director Signature	Date	
<b>Basic Care Item &amp; reason for use</b>	<b>Brand Name</b>	<b>Time or Frequency*</b>	<b>Amount</b>	<b>Area of application</b>
Sunscreen (with UVB and UVA protection of SPF 15 or higher) for prevention of sunburn		As needed <input type="checkbox"/> Other: _____	Per product directions	
Diaper Ointment/Cream for prevention of diaper rash		As needed <input type="checkbox"/> Other: _____	Per product directions	
Teething Gel/Ointment for teething irritation/relief <i>**Items with benzocaine should not be used</i>		As needed <input type="checkbox"/> Other: _____	Per product directions	
Lotions non-medicated moisturizing lotions		As needed <input type="checkbox"/> Other: _____	Per product directions	
Lip Balm to prevent chapped lips		As needed <input type="checkbox"/> Other: _____	Per product directions	
Other (As per current approval policies and procedures)		As needed <input type="checkbox"/> Other: _____	Per product directions	
<p><b>References:</b>          AR 608-10, C-101, Compliance Item 5          DoDI 6060.02, Table 1 and Table 3          CYS Operations Manual, Section 2-63 (Medication Administration), Section e          NAEYC accreditation standard 5.A.07</p>				

- It is not required to document the dates and times the basic care item(s) have been administered.
- All basic care items must be in their original container and must be labeled with the child's first and last name.
- Basic care items that are no longer needed should be immediately returned to the parent.
- Time or frequency is based on normal use application and/or caregiver discretion unless otherwise specified by parent.

19 February 2016

### **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. It is a requirement for teachers to take children outside – if you prefer that your child not go outside on certain days, please be advised your child should not attend the program for the day.

### **Nap and Rest Times (in Child Development Centers for Infant – 5 years old)**

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 "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 "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 programs.

### **Pets in CYS 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 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 Settings**

All plants in CYS 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 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 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 utilizes seasonal cycle menus developed by the CYS standardized menu Nutritionist. 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 (*at Appendix 5*). CYS 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.

### Special Diets

CYS 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 Multi-Disciplinary Inclusion Action Team (MIAT) 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 encourages breastfeeding for infants 12 months and under. Parents may bring in expressed breast milk which adheres to the USDA/CACEP guideline amounts 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. 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. 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. Parents may elect to bring in their own prepackaged jar food if they choose.

Breast milk may be brought in bottles labeled with the child's first and last names and the date. Bottles should contain no more than two (2) to three (3) ounces of breast milk. Breast milk that has been warmed but is not consumed (baby has not sucked from the bottle) may be held for four (4) hours at room temperature. Breast milk from a partially consumed bottle can be held one (1) hour at room temperature before discarding. Breast milk that has not been warmed and served should be returned to the parents at the end of each day. Parents are responsible for ensuring that breast milk sent to the CYS program has been stored appropriately while at home (appropriate temperature and time).

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

b. Breast milk should be stored, thawed, and warmed according to the following guidance of the Centers for Disease Control and Prevention:

1) Breast milk will be refrigerated when not in use.

2) Breast milk can be heated in bottle warmers at no higher than 120 degrees. Breast milk will be gently mixed to ensure even temperature, never shaken.

c. Infant rooms will have an area for breastfeeding mothers.



## Infant Feeding Plan



Child's Name: \_\_\_\_\_

DOB: \_\_\_\_\_

Allergies: \_\_\_\_\_

Please ensure you have consulted your child's pediatrician and have introduced the foods at home before we offer them at the center. As a friendly reminder infants are fed on demand. Thank you!

### **0-3 Months**

Formula Type/Breast Milk: \_\_\_\_\_ Frequency: \_\_\_\_\_

Other Instructions: \_\_\_\_\_

### **4-7 Months**

Formula Type/Breast Milk: \_\_\_\_\_ Frequency: \_\_\_\_\_

**Baby Food/Cereal**

#### **The center provides the following baby foods:**

Peaches Pears  
Bananas Beef  
Squash Carrots  
Applesauce Peas  
Turkey  
Chicken  
Sweet Potatoes  
Green Beans

Start Date	Food	Parent's Initials

Other Instructions: \_\_\_\_\_

### **8-10 Months**

Formula Type/Breast Milk: \_\_\_\_\_ Frequency: \_\_\_\_\_

**Baby Food/Cereal**

Start Date	Food	Parent's Initials

Other Instructions: \_\_\_\_\_

### **10-12 Months**

Formula Type/Breast Milk: \_\_\_\_\_ Frequency: \_\_\_\_\_

**Baby Food/Cereal/Table Food**

Start Date	Food	Parent's Initials

Other Instructions: \_\_\_\_\_

Parent's Signature: \_\_\_\_\_ Lead's Signature: \_\_\_\_\_

### **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. Store bought food brought from parents for special occasions will be allowed, if the food is in the original container and still sealed. So celebrate – but with food in original containers!

## **SAFETY & EMERGENCY PROCEDURES**

### **Safety and Accident Prevention**

The policy of CY 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. Teachers should also conduct daily health inspections on each child upon arrival.

### **Safety Inspections**

Daily safety inspections are conducted on all CYS facilities, playgrounds and off site locations to ensure the safety of children/youth enrolled in our programs. Besides the daily inspections conducted by CYS 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 Services Inspection (MDTI) 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. CYS will fill out a Report of Unusual Incident (RUI) and forward to IMCOM G9 CYS and the GC, depending on the severity of the incident, to include hospitalizations. If the incident involves abuse, neglect and results in serious injury or death, a Command Critical Incident Report will be sent through Command channels to IMCOM and IMCOM G9 CYS. Accrediting bodies NAEYC and COA will also be notified and appropriate reporting procedures will be followed.

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

Fire drills are conducted monthly for all CYS 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.



## **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 is not permitted.

### **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. The Department of Defense Child Abuse Hotline poster is posted in all lobbies of CYS programs.

### **Background Checks**

All CYS 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 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 Facilities will be strictly controlled and limited to facility staff members, parents/designated representatives, children participating in CYS programs and other individuals authorized by CYS management staff. Anyone entering a CYS 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 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 early childhood settings are rated low for potential abuse/neglect.

### **Identification & Reporting**

It is the legal responsibility of all CYS 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 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) and South Carolina Department of Social Services. The CYS Coordinator immediately reports all allegations of abuse in out-of-home settings and violations of the child supervision and touch policy allegations using the CYS Serious Incident Report (SIR) through the Region to IMCOM G9 CYS within one business day and provide follow up reports and status as requested. If you suspect child abuse, child neglect or a safety violation in a CYS 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 6<sup>th</sup> 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 Discipline policy will be followed by all patrons, visitors and employees in CYS Facilities or activities.

All CYS team members will annually sign the Standards of Conduct SOU, the Standards of Conduct is also available to parents and is posted on parent bulletin boards in the programs.

### **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, 2<sup>nd</sup> 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, which is included in the CYS Standards of Conduct, 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 employees, FCC providers, contractors or volunteers in CYS 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) All CDCs are required to be accredited by the National Association of Young Children.**

Our early childhood programs use MyTeachingStrategies, published by Teaching Strategies, Inc. This curriculum is one of the country's leading curriculum models. It applies the latest theories and research on best practices in teaching and learning. MyTeachingStrategies 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.

### **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.



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 a while, let management know and they will update you on any staff or program changes that may have occurred during your absence.

### ***Developmental Assessment***

MyTeachingStrategies also uses an 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 and Educational and Developmental Intervention Services (EDIS) at Moncrief Army Community Hospital or Baby Net in the local community.

### **School Age Care (Kinder through 5<sup>th</sup> Grade) All School Age Programs are accredited through the Council on Accreditation.**



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.

### ***Image-makers: 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 Image-makers National Photography Program. Watch for Fort Jackson's local BGCA Image-makers 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 Learns 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.

### **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 five service areas which provide a framework of options for the Arts, Education Support and Career Development, Character and Leadership Development, Sports, Fitness and Recreation, Health Wellness and Life Skills. 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. Keystones 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 1<sup>st</sup> and 3<sup>rd</sup> Saturday at 3:30 pm.

#### ***Functional Fitness***

Tuesdays at 4pm supervised by the youth sports staff. This program provides circuit training and encourages youth to be active in a safe and supportive environment.

#### ***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.

#### ***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 Learns 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.

***Multipurpose Court***

Outdoor court located in the rear of the Youth center. Youth engage in basketball, volleyball and tennis. The court is equipped with lights and fenced for safety.

***Youth Cyber Cafe***

A technology lab instructor and trained staff are designated to coordinate and facilitate the operations of the cafe. Each youth must have a signed permission form to utilize the cafe (*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. The newest activity area is equipped with 12 computers, gaming systems, new iPads and other up to date technology. During the school year, youth can use the cafe 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.

***Behavior Support***

All CYS programs utilize the IMCOM G9 Operational Guidance for Behavior Support when we are working with children who present unsafe behaviors. Our CYS team will work with parents for a successful implementation of behavior support plans so all children in CYS programs can have a safe, happy time while they are in our care. CYS does require participation by parents in this process, the process is for the safety and accountability of all children in our care. Refusal to participate in this process could ultimately lead to denial of services.

***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

### **Health & Fitness**

**Functional Fitness** is comprehensive health, fitness and wellness campaign is an effort to increase children and youth's physical activity and teach them healthy lifestyle techniques. The Functional Fitness 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 staff and parents are also able to participate in this initiative, thus setting great examples and serving as role models for children and youth.

## **Team Sports Policies**

### **Age Brackets**

The normal age brackets are: 2-4, 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 2 years (i.e. 2-5 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.

## **SKIES Unlimited**

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

SKIES *Unlimited* 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	Creativity
Teamwork	Goal-setting
Healthy relationships	Personal Safety
Positive self-identify	Appreciation for Knowledge
Self-motivation	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/Jacksoncyms.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 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 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 CYS, 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***

CY 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.

## CERTIFICATION AND ACCREDITATION



### **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. .

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.

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 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 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 \$5 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.



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

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 1<sup>st</sup> 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 1<sup>st</sup> and 15<sup>th</sup> of each month. Summer Camp fees are assessed weekly and are due no later than Wednesday prior to the next 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 6<sup>th</sup> 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 6<sup>th</sup> 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 CY 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.

**Extended Hours Care for Mission**

For those Army Active Duty Single or Dual Military Soldiers who are using extended hours care for mission at the Lee Road Child Development Center, 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 and a Commander's memo must be on file. Duty must be on Fort Jackson.

**Youth Sports & Fitness Fees**

Youth Sports & Fitness fees vary by the sport and are based on the Department of the Army Fee Policy. *The current fee schedule is located in Appendix 10.* 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, participation trophy or medal, 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 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 B sport they are coaching. Subsequent children in this Assistant Volunteer Coaches may enroll:

- (1) One child at no cost in any Category A or B sport.
- (2) Subsequent children receive a 15 percent reduction in any Category A, B, sport.

**SKIES Instructional Program**

Fees must be paid in full prior to the start of the instructional class. Each SKIES instructor block is a class. If a parent wishes to continue to participate in the instructional classes, they must sign up for each class. There is no continuous enrollment in SKIES classes. Fees for classes will be added on to the household and must be paid in advance of the instructional class start date.

**Deployment Support**

Please see Parent Central Services if you or your spouse is deployed or is going to deploy. Fort Jackson is not a deployable post but there are patrons who do deploy. Benefits available to you due to deployment will be authorized and explained with our Parent Central Services team.

**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. CYs short term closures due to inclement weather (3 days or less).
- b. Withdrawal from a SKIES Unlimited Instructional class after the class begins.
- c. Withdrawal from Sports programs after practices begin.
- d. Unused leave/vacation credit.
- e. 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 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/Jacksoncyms.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. CY 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 CYS 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.

### **Parent Participation – Partnership Connection**

Parents are considered an integral part of CYS 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 (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 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 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 twice/ year. 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:

- ◆ Lead in the Classroom
- ◆ Supervisory Program Lead
- ◆ Assistant Director
- ◆ Child Administrator
- ◆ Center Director
- ◆ Coordinator, Child & Youth Services
- ◆ Director of Family and Morale, Welfare & Recreation
- ◆ Deputy Garrison Commander
- ◆ Garrison Commander

### **Child & Youth Services Parent Advisory Board & Program Level Parent Advisory Committee**

The US Child & Youth Services' Parent Advisory Board (PAB) meets quarterly and is comprised of the Parent Advisory Committee Chairpersons from our Child & Youth 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 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 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 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, and sign a Code of Ethics, complete required training, and sign acknowledgement of the CYS 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.

## APPENDIX 1 – CYS SERVICES RE-ADMITTANCE SLIP

### =====

### TO BE COMPLETED BY CHILD, YOUTH & SCHOOL SERVICES STAFF

### =====

Children and youth who attend Ft Jackson Child, Youth & School Services Programs must be free of contagious illness and well enough to participate in planned activities. On \_\_\_\_\_, \_\_\_\_\_ displayed symptoms which may indicate

\_\_\_\_\_ Date \_\_\_\_\_ Name \_\_\_\_\_  
that he or she requires a home environment to recuperate. The symptoms are:

☐ fever ☐ ° ☐ runny nose ☐ lethargy  
☐ persistent diarrhea ☐ red, watery eyes ☐ rash  
☐ persistent vomiting ☐ other \_\_\_\_\_  
☐ persistent cough \_\_\_\_\_

The child may return to the CYS Services Program on \_\_\_\_\_

=====

**TO BE COMPLETED BY HEALTH CARE PROFESSIONAL**

=====

Child's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Diagnosis: \_\_\_\_\_

Medications: \_\_\_\_\_

Diet: \_\_\_\_\_

Activity: \_\_\_\_\_

Additional Directions: \_\_\_\_\_  
(Follow-up needed, etc.)

\_\_\_\_\_

Child can return to CYS Services setting on: \_\_\_\_\_

Health Care Professional Signature: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date: \_\_\_\_\_

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## APPENDIX 2 Basic Care Item Permission Slip/Treatment Sheet

### Child and Youth Services Basic Care Item Permission to Administer

<p><b>DATA REQUIRED BY THE PRIVACY ACT OF 1974</b>  <b>AUTHORITY:</b> Title 10, United States Code, Section 3013.  <b>PRINCIPAL PURPOSE(S):</b> To provide sponsor consent for administration of basic care items.  <b>ROUTINE USES:</b> No information is to be disclosed outside of the DOD.  <b>DISCLOSURE:</b> Disclosure of requested information is voluntary, however, if information is not provided, basic care item will not be administered.</p>				
Name of Child		Activity Room	Start Date	
Name of Sponsor			End Date (no more than 90 days)	
<p>I, _____, authorize CYS Staff to apply the selected basic care item for my child, _____ as instructed below. I understand that this permission slip is good for 90 days from the start date listed above.</p>				
Parent Signature		Date	Director Signature	
_____		_____	_____	
Basic Care Item & reason for use	Brand Name	Time or Frequency*	Amount	Area of application
Sunscreen (with UVB and UVA protection of SPF 15 or higher) for prevention of sunburn		As needed <input type="checkbox"/> Other: _____	Per product directions	
Diaper Ointment/Cream for prevention of diaper rash		As needed <input type="checkbox"/> Other: _____	Per product directions	
Teething Gel/Ointment for teething irritation/relief <i>**Items with benzocaine should not be used</i>		As needed <input type="checkbox"/> Other: _____	Per product directions	
Lotions non-medicated moisturizing lotions		As needed <input type="checkbox"/> Other: _____	Per product directions	
Lip Balm to prevent chapped lips		As needed <input type="checkbox"/> Other: _____	Per product directions	
Other (As per current approval policies and procedures)		As needed <input type="checkbox"/> Other: _____	Per product directions	
<p><b>References:</b>          AR 608-10, C-101, Compliance Item 5          DoDI 6080.02, Table 1 and Table 3          CYS Operations Manual, Section 2-63 (Medication Administration), Section e          NAEYC accreditation standard 5.A.07</p>				

- It is not required to document the dates and times the basic care item(s) have been administered.
- All basic care items must be in their original container and must be labeled with the child's first and last name.
- Basic care items that are no longer needed should be immediately returned to the parent.
- Time or frequency is based on normal use application and/or caregiver discretion unless otherwise specified by parent.

19 February 2016

## APPENDIX 3 – STANDARDS OF CONDUCT



IMWR-CY

**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON

4 September 2018

### Child and Youth Services (CYS) Standards of Conduct and Accountability Standing Operating Procedures

1. PURPOSE: To establish procedures outlining the Standards of Conduct and appropriate guidance, touching, and accountability of children and youth enrolled in CYS programs.
2. SCOPE: This Standing Operating Procedure (SOP) applies to all CYS personnel, to include employees, Family Child Care (FCC) Providers, contractors, and volunteers, in regular contact with children/youth enrolled in CYS programs.
3. REFERENCES:
  - a. Army Regulation (AR) 608-10, Child Development Services, dtd 11 May 2017
  - b. AR 215-1 (Military Morale, Welfare, and Recreation Programs and Nonappropriated Fund Instrumentalities), dtd 24 Sep 10
  - c. AR 215-3, Nonappropriated Fund Personnel Policy, dtd 16 Sep 2015
  - d. AR 608-18, The Army Family Advocacy Program, dtd 13 Sep 2011
  - e. Secretary of the Army (SA) Memorandum, SUBJECT: Ensuring Adequate Supervision of Child, Youth and School Services (CYSS) Employees and Programs, dtd 8 Nov 13
  - f. Army CYS Operational Guidance for Behavior Support, dtd April 2016
4. RESPONSIBILITIES: CYS managers will ensure that all CYS personnel this SOP and sign the Statement of Understanding and Acknowledgement of the Standards of Conduct and Accountability of Children/Youth in CYS Programs SOP (encl 1) upon completion of initial orientation training and annually thereafter (for employees, this will occur during the annual performance appraisal).

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Standing Operating Procedures

a. CYS Coordinators will:

(1) Actively supervise employees and ensure managers and Training Specialists monitor and document observations on assigned personnel throughout all hours of CYS operation. This includes ensuring managers and Training Specialists modify their work schedules as needed to complete a documented staff observation quarterly, during non-routine hours, the opening and closing of facilities, evening and weekends in FCC Homes when children are in care, instructional program classes, Youth Sports & Fitness programs, and Kids on Site (KOS) locations.

(2) Ensure that in facilities where there are both a Director and Assistant Director, one opens and the other closes the facility.

(3) Visit all programs bi-weekly (every 2 weeks) to ensure all prescribed risk management strategies to reduce the likelihood of institutional child abuse and neglect are understood and implemented by all CYS personnel. Coordinators with large programs may designate a Program Operations Specialist or Child/Youth Administrator to make one of the prescribed visits in a month.

(4) Maintain a log of all quarterly/monthly/bi-weekly walkthroughs conducted by the Garrison Command Team, Director of Family and MWR, and Coordinator which will be reviewed by the Army Higher Headquarters Inspection (AHHI) Team.

(5) Ensure all violations of standards of conduct are reviewed, and that proper and swift action is taken to correct the conditions which contributed to the lapse in demonstrated competence.

(6) Ensure all CYS personnel, as defined in para 2, adhere to the guidance contained in this SOP.

(7) Ensure that Standards of Conduct are included in management/employee performance standards.

(8) Ensure the Standards of Conduct and Accountability SOP and Statement of Understanding and Acknowledgement are reviewed and signed annually by all CYS personnel.

(9) Fulfill their responsibility as mandated reporters to report what a reasonable person would view as suspected incidences of child abuse/neglect, including when appropriate, those due to inappropriate touch, discipline, or lack of supervision to the Reporting Point of Contact (RPOC) and State Child Protective Services (CPS) (if located in the United States).

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(10) Maintain confidentiality.

b. CYS Program Directors, Assistant Directors and Supervisory Program Specialists will:

(1) Adjust work schedules at least one day per month, to monitor and observe during non-routine hours, facilities opening and closing, evening and weekends in FCC Homes when children are in care, instructional program classes, Sports & Fitness programs and KOS operations.

(2) Ensure that standards of conduct are included in all employee performance standards.

(3) Propose progressive disciplinary actions in coordination with Civilian Personnel Advisory Center's (CPAC) designated representatives, if warranted, after receiving determinations related to an allegation of child abuse/neglect from investigating agencies:

(a) Social Work Services/Family Advocacy Program.

(b) State Child Protective Services (if located in the United States).

(c) Law Enforcement (Military Police/Criminal Investigation Division).

(4) Reassign personnel to a position outside of CYS or temporarily close the FCC Home if there is an allegation or evidence of any inappropriate touch, discipline, or lack of supervision resulting in physical injury, potential injury (i.e., lifting a child by the arm, dragging a child) or the inability to readily account for all of the children in care (i.e., child left alone in a room and no responsible adult knows where the child is) which may result in a child neglect allegation.

(5) Propose progressive disciplinary actions in coordination with Civilian Personnel Advisory Center's (CPAC) designated representatives, if warranted, after incidents resulting in loss of accountability of a child/youth.

(6) Ensure systems are in place to:

(a) Document appropriate staff sign in/out.

(b) Conduct hourly child "face to name" accountability procedures in Child Development Centers (CDCs). Hourly "face to name" accountability procedures are conducted by direct care staff.



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(c) Monitor all School Age children and Middle School/Teen youth while they independently move throughout the facility.

(d) Maintain specific accountability for each CDC child by one staff member (although staff work as a team to be accountable for all children, each staff member is assigned to monitor specific children, especially during times of transition. This does not mean that children must accompany their primary caregiver throughout the day, but staff are required to account for all assigned children).

(e) Account for all children and youth at regular intervals, especially during periods of transition in CDC/SAC and during off-site activities based on risk assessment analysis.

(7) Fulfill their responsibility as mandated reporters to report all suspected incidences of child abuse, including those related to inappropriate touch, discipline, or lack of supervision to the RPOC and State CPS (if located in the United States).

(8) Maintain confidentiality.

(9) Ensure that staff focus all of their attention on the children/youth they are caring for and are not distracted by the use of personal electronic devices (to include cell phones, tablets, laptops and smart watches).

c. Direct care staff and FCC Providers will:

(1) Ensure accountability for all the children in their assigned group (CDC/FCC) especially at transition times such as going outside/inside. Ensure accountability for all children/youth in their facility (SAC/MST).

(2) Conduct written name to face counts once per hour in CDCs and properly monitor all School Age children and Middle School/Teen youth while they independently move throughout the facility. Any discrepancies must be immediately reported to the Assistant Director or Director.

(3) Advise direct care staff in other classrooms if he/she sees a child slipping away from or leaving his/her CDC primary care group or a child/youth in an off-limits area within the facility.

(4) Fulfill their responsibility as mandated reporters to report what a reasonable person would view as suspected incidences of child abuse/neglect, including those related to inappropriate touch, discipline, or lack of supervision to the RPOC and State CPS (if located in the United States).



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(5) Ensure that they focus all of their attention on the children/youth they are caring for and are not distracted by the use of personal electronic devices (to include cell phones, tablets, laptops and smart watches).

(6) Maintain confidentiality.

d. All other CYS personnel will:

(1) Advise direct care staff if he/she sees a child slipping away from or leaving his/her CDC primary care group or a child/youth in an off-limits area within the facility.

(2) Fulfill their responsibility as mandated reporters to report what a reasonable person would view as suspected incidences of child abuse/neglect, including those related to inappropriate touch, discipline, or lack of supervision to the RPOC and State CPS (if located in the United States).

(3) Maintain confidentiality.

5. PROCEDURES: This SOP will be read by all CYS personnel and is incorporated into the New Employee Orientation training and annual Family Advocacy Program (FAP) Child Abuse Awareness, Identification and Reporting Training; and will be recorded on the Individual Developmental Plan (IDP). The signed Standards of Conduct Statement of Understanding and Acknowledgment will be retained in the CYS personnel file at the program. The following procedures will be followed:

a. Guidance: Child guidance shall be positive in nature. Positive guidance is based on a trusting relationship between children and adults. Helping a child to understand and decide what to do, rather than what not to do, is the basis for child guidance. Our role is to support each child's individual needs, thereby helping them to become confident, secure individuals with good problem solving and thinking skills.

(1) Children will be taught the developmentally appropriate routines of the childcare program. Children will be explicitly taught pro-social skills to use in place of challenging behaviors. For example, "It's OK to kick the ball, but it's not OK to kick people or things".

(2) A child will not be disciplined or punished by physical punishment, psychological abuse or coercion to include:

(a) Spanking, pinching, shaking, dragging or other corporal punishment. Any attempt to change a child's behavior with physical force to include squeezing, twisting, pulling, jerking of limbs, hair pulling, holding a child down, physically forcing a child to perform an action such as eating or cleaning up; or squeezing of a child's face, as in an attempt to get or keep the child's attention, is not permitted.

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(b) Isolation.

(c) Confinement in closets, boxes, or similar places.

(d) Time away/timeout.

(e) Binding to restrict the movement of mouth or limbs.

(f) Humiliation, verbal abuse, sarcasm, frightening a child, withholding affection taunting or teasing.

(g) Deprivation of meals, snacks, outdoor play opportunities, or other program components. Restrictions of the use of specific play materials and equipment, or participation in a specific activity should be based on the developmental age of the child. Short-term restrictions are permissible to ensure the safety of others or as part of the strategy to help the child learn self-control.

(3) Children need adults that provide nurturing, responsive caregiving especially after they have exhibited challenging behavior. Token rewards and prizes (such as stickers or sticker charts) are not developmentally appropriate and do not result in long-term changes in behavior. These systems are not allowed. Building positive relationships between adults and children is the best remedy for reducing challenging behavior.

(4) "I" messages should be used with children rather than "No" and "Don't" messages. Examples include; "Hitting hurts. Use gentle touches. Say, I feel angry."

(5) A child/youth should never be called "bad". It is not the child/youth who is bad, but the choices the child/youth made that were inappropriate. Children act out due to anger, frustration, or when problems in their environment exist, just as adults do. Children are learning how to express these feelings, and to understand that these feelings are normal and not "bad".

(6) Children need to learn the consequences of their actions, whether the outcomes are negative or positive. Through proper guidance, children learn how to become aware of their feelings and actions, and develop a better sense of self-control and an increased ability to make decisions and solve problems. Young children act/react before they think, but as intellectual development progresses, children learn to think before they act. This is why when a young child is asked why he or she did something wrong, he or she may chose not to answer or say "I don't know". They actually don't know, because they simply "reacted." As CYS personnel, our responsibility is to support and encourage children to problem solve and think before they act or make a decision.

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(7) Consequences will be constructive in nature, including such methods as separation of the child from the situation by redirection, and praise of appropriate behaviors. When a child is acting out or engaged in a tantrum to a degree that the safety of the child or another person is a concern, staff will call for assistance, remove any other children from the area, move any furniture or equipment that could pose a hazard, and remain with the child until he/she calms sufficiently to allow an adult to provide comfort.

(8) Temporary holding to limit movement will not be used unless it is absolutely necessary to prevent injury to the adult or child. Temporary holding to limit movement is used only when there is an immediate risk involved. For example, the child or youth is going to run into a busy street or throw a chair. If temporary holding to limit movement is used as a last resort to prevent injury to the child or others, **CYS personnel** will provide a written description of why temporary holding was necessary. Witnesses, if any were present, will sign a written incident report and provide to the Director or Assistant Director. A copy should be kept in the child's file. Parents will be informed immediately via telephone and in writing of how and why temporary holding to limit movement was used on their child/youth.

(9) Corporal/physical punishment, **psychological abuse and coercion are** never an acceptable form of guidance and are not allowed. Guidance will never be punitive in nature.

(10) A child may not be physically or verbally punished or shamed for lapses in toilet training or for refusing food.

b. Touch: The CYS Touch Policy is in accordance with AR 608-10. This policy has been developed to define the boundaries for appropriate and inappropriate touching of children and youth. Positive physical contact is an integral part of a developmental and age-appropriate approach to children. Positive physical contact is essential to the emotional and social growth of children. It is important for program adults to clearly understand the difference between a child's need for appropriate physical contact in nurturing and guidance, and touches that infringe on their safety and well-being. All adults involved with children must be mindful of the need to respect the personal space and privacy of children. Boundaries for appropriate and inappropriate touching are established to ensure that **CYS personnel** have a clear understanding of what is acceptable and what is not.

(1) Appropriate touching is positive physical contact that nurtures children and youth and develops a sense of trust and emotional security in their interaction with adults.

(a) **Appropriate touch is an essential part of providing care for children/youth and must be used in a caring and appropriate manner. Appropriate touch from caring adults is an important part of healthy development. It respects the personal privacy, space and**



**preferences of others.** Appropriate touch is **gentle and positive** and includes hugs, reassuring touches on the shoulder, and touches expressively appropriate to instruction, such as those instances where hands-on guidance is needed.

(b) Close contact and physical touch is often necessary when providing instruction, such as support to spot (**i.e. gymnastics**) and ensure safety when working with children and youth in a sports and fitness environment. Examples of positive physical touch may include: adjusting the leg placement of youth to maintain a correct batting stance, adjusting elbow placement when teaching a basketball shot, adjusting shoulders when spotting a youth during weight training; a steadying hand on the back during swim instruction; a hand placed above the diaphragm in voice instruction; or steadying hands on the trunk of the body in gymnastics instruction etc.

(c) Staff may touch the genital areas of a child in a manner and degree necessary to diaper and/or assist toddler/preschool age child in proper toileting procedures. Should a child's genital area need to be checked for reasons other than diapering/toileting (*i.e.*, injury, child complaint) another staff member will be present as a witness. In such instances, when possible, the attendant staff member should be of the same gender as the child. The complaint/injury must then be documented, signed by the staff member, and discussed with parents by the Director or Assistant Director.

(d) Appropriate touching, such as hugging, appropriate hand holding, the rocking of infants, or assisting in physical activities relating to instruction will occur in the normal interaction of staff and children. However, children's preferences for these types of touch will be considered. Whenever possible, the child will be asked before being touched. For example, ask the child if they would like a hug instead of just hugging him/her. Tell children before handling what you have to do. Some examples include "I'm going to change your diaper now," "Let's work together to get you dressed", or "I am going to hold your hand to walk inside."

(e) The type and degree of physical contact between the staff/adult and child may not violate legal or moral standards of society. The physical contact may not be against the desires of the child unless circumstances for the safety of the child warrant the physical contact despite the child's wishes.

(2) Inappropriate touching may include coercion or other forms of exploitation of children and youth; satisfaction of adult needs at the expense of the child; attempts to change child behavior with physical force; or any physical contact that is in violation of the law and cultural norms. Inappropriate touching includes:

(a) Spanking, pinching, shaking, dragging or other corporal punishment.

(b) Binding to restrict the movement of mouth or limbs.

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(c) Any physical contact, within reason, that the child or youth describes as making them feel uncomfortable. **Forcing of hugs, kisses or other touches on the child/youth or kissing a child/youth on the lips is not allowed.**

(d) Examples of inappropriate touching in a sport or fitness environment may include: forcefully moving a player into a position by pulling of the jersey, pushing a youth onto the field or court during a game or practice, grabbing the facemask of a youth to get their attention, pulling a youth by the arm in an aggressive manner, etc. Staff and volunteers should understand that any type of physical contact with youth may be perceived as inappropriate and should be cognizant to avoid behavior or contact that may be misconstrued negatively by others.

(e) Touching should never be punitive or corporal in nature.

(f) Inappropriate touching will be grounds of immediate closure of the FCC home or reassignment of a CYS employee, contractor, or volunteer to **a position outside of CYS** until the investigation is complete.

a. Accountability: Supervision of children is defined as being aware of where children are at all times and applies to individual programs below. Loss of accountability of children in CDC/FCC homes is a direct violation of AR 608-10, 5-17c, which states visual supervision of all children must be maintained at all time. No child will be left unattended at any time indoors or outdoors, asleep or awake.

(1) Child Development Centers

(a) **A head count** of children will be conducted once per hour by a Director, Assistant Director or Supervisory Program Specialist who physically visits each classroom to verify the staff-to-child ratio. The use of the intercom or telephone is not an alternative to physically visiting each classroom. The physical count of children must match the Child and Youth Management System (CYMS) roster of children "swiped" into the facility **and the child sign-in sheet. A face-to-name check of children using the child sign-in sheets will be conducted by each Director, Assistant Director and Supervisory Program Specialist at least once per day at key transition times (i.e. drop-off, school transition, field trips, playground transitions, combining rooms, etc.).**

(b) Direct care staff who are responsible for the care of the children enrolled in the group need to be able to hear and see all infants and toddlers at all times. All infants and toddlers should be easily seen (if not in the direct line of sight, then by looking up or slightly adjusting one's position) by at least one member of the teaching staff according to the National Association for the Education of Young Children (NAEYC) criterion 3.C.02. Teaching staff who are responsible for the care of preschool and kindergarten aged

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children must be aware of where children are at all times. The structural design for any classroom, restroom or other program space must not interfere with teacher's ability to observe children according to NAEYC criterion 3.C.04.

(c) Direct care staff are accountable for the children assigned to their care and will conduct an **hourly** face-to-name count by comparing the names on the sign-in sheet with each child in the room. **DO NOT** just count the number of children on the sign-in sheet and the number of children in the room. **Immediate** action is required if the children present do not match the sign in sheet. If the child is signed in on the sign-in sheet, but the child cannot be found, contact the front desk immediately **to ensure management is informed**.

(d) Any adult that sees an unattended child must take action to ensure the child has supervision. If a CDC child is on a playground and a staff member from another module sees a child who does not enter the facility with their designated group, that staff member must get the attention of the child's primary caregiver to let him/her know the child is still on the playground. Although incidents such as this are a failure on the part of the staff member to maintain child accountability, this does not mean the child has been left unattended. Direct care staff will assist each other as needed regarding supervision responsibilities.

(e) A face-to-name count will also be taken before, during, and after transitions to and from the playground, to and from field trips, while getting on and off busses, and during any transition between CDC rooms.

## (2) School Age Centers

(a) In a self-contained school age program (children are placed in one classroom), a **head count** of children will be conducted once per hour by a Director, Assistant Director or Supervisory Program Specialist who physically visits each classroom to verify the staff-to-child ratio. The use of the intercom or telephone is not an alternative to physically visiting each classroom. The physical count of children must match the Child and Youth Management System (CYMS) roster of children "swiped" into the facility and the child sign-in sheet. **A face-to-name check of children using the sign-in sheets will be conducted by each Director, Assistant Director and Supervisory Program Specialist at least once per day at key transition times (i.e. drop-off, school transition, field trips, combining rooms, etc.).**

(b) In a SAC where children move independently, the Program Director, Assistant Director, or Supervisory Program Specialist will conduct an hourly verification of the system that is used to monitor the whereabouts of children, such as a "Choice Board", and the number of children swiped into CYMS. School Age children are not required to sign in/out of each room.



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(3) Because Middle School and Teen youth may choose to enter or leave the facility at will, an hourly validation of the number of youth in the building **and the number of youth swiped into CYMS or manually signed in** will be conducted in order to ensure proper staffing and to be able to know, in an event of an emergency, that all youth evacuated the building.

(4) Incidents resulting in a lack of supervision of a child/youth that a reasonable person would view as child neglect, such as a FCC Provider leaving children alone while going shopping or a CYPA closing a room and going home when a child is left in the room, will immediately be reported to the RPOC **and State CPS (if located in the United States)**. When there is a lack of supervision **in a CDC or SAC**, the CYS Decision Making Matrix Unattended Child is completed by **the individual who witnessed the incident and** Management Staff to assist in determining if the incident is an administrative issue or abuse/neglect.

(5) Each incident resulting in a lack of a child/youth supervision that would not be considered by a reasonable person as child neglect will be reviewed individually, but disciplinary actions will remain consistent. AR 215-3, Table 7-1 (Penalties for delinquency or misconduct), AR 690-700, Chapter 751, Table 1-1 (Table of Penalties for Various Offenses) will be used as a guide. Penalties may range from a letter of reprimand up to separation. FCC Providers are subject to suspension or revocation of certification.

(6) No one will cover up or fail to report a lack of supervision incident. CYS employees, providers, contractors, and volunteers will bring all incidents in question to the attention of management immediately. **Management** must notify the CYS Coordinator.

**d. Interactions with Children and Youth.**

(1) In their daily interactions, children/youth may initiate conversations on sensitive topics. Sensitive topics include sex, drugs, alcohol, dating, religion and political views. Families may have preferences or strict views on how to approach these topics and CYS personnel must be respectful.

(a) CYS personnel must refrain from commenting, passing judgment, or providing guidance or input on sensitive topics, but should take the opportunity to encourage the children/youth to reach out to a trusted family member or counselor for discussion.

(b) If a child/youth confides that he/she is in danger, feels suicidal, or wants to harm himself/herself or others, CYS personnel must immediately act on this information.

(2) CYS personnel will not use profanity while on duty or in a CYS program/facility.



(3) All interactions with children and youth will occur during the child/youth's participation in the CYS program. CYS personnel will not meet or socialize with program children/youth outside of CYS programs unless there is a preexisting relationship between the CYS personnel and the child/youth's parent(s).

e. Social Media and Electronic Communication.

(1) CYS personnel hold a position of responsibility. Their first obligation is to the emotional, physical and mental well-being of the children/youth and their families whether on or off duty, regardless of the media used to interact in the relationship (in program, online, etc).

(2) The "@mail.mil" address attached to CYS employee's name and/or email in official communications implies that they are acting on behalf of CYS and, as such, they will conduct themselves in a professional manner.

(3) CYS personnel will protect confidential information. Regardless of whether they post as a private individual or as a CYS employee, CYS personnel must ensure that they do not disclose confidential information about children/youth, parents or employees as specified in relevant legal guidelines. Sharing confidential information risks disciplinary action up to and including termination. If a parent has requested that their child/youth be "opted out" from identification/photos/video/etc., that opt out extends online. In addition, no children/youth will be identified by their full name online or other identifiable information that might jeopardize their personal safety.

(4) CYS personnel are encouraged to keep their personal lives personal, even in the digital world where personal and professional can become blurred. CYS personnel will:

(a) Be trained and encouraged to use appropriate controls on their digital and social media accounts to control who sees their personal information, comments, pictures, etc.

(b) Never post pictures, videos and other related media of children/youth enrolled in CYS programs to personal media sites.

(c) Only communicate with parents, children and youth from their professional email or Social Media account, such as the mail.mil account and/or the program's official Social Media pages. All electronic communications with children/youth will have a parent and at least one paid staff member on the cc line.

(d) Never communicate with children/youth by text message via a personal device.

e. CYS discourages personnel from associating through their personal social media with parents of children/youth unless there is a preexisting relationship between the parties. For the purposes of this document the term "associating" includes "friending", "following", etc. If

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CYS personnel have a personal Social Media account, the following response is recommended when a request is denied:

*If you are a youth or parent requesting to be my "friend" on Social Media, please do not be surprised or offended when I ignore or deny your request. As Army CYS personnel, our policy discourages me from associating with youth or parents on my personal Social Media pages. I would encourage you to "Like" our CYS pages to stay up to date on what is happening in our programs.*

6. All CYS employees, volunteers, contractors and FCC Providers are key members of the Army team who perform a vital role in support of the Army mission. All CYS personnel are provided a copy of the Caregivers' Creed (included in the Standards of Conduct and Accountability Statement of Understanding and Acknowledgement) for their understanding and signature upon completion of initial orientation training and annually thereafter.

7. All CYS personnel are required to complete and sign the DD Form 2981 Basic Criminal History and Statement of Admission.

a. Employees will complete and sign the DD Form 2981 upon completion of initial orientation training and during the annual performance appraisal thereafter.

b. FCC Providers, contractors, and volunteers will complete and sign the DD Form 2981 as part of their application and annually thereafter on the anniversary of their initial signing.

c. In addition, all CYS personnel are required to immediately inform their supervisor/program director if they are charged with a crime referenced on the DD Form 2981.

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CHERRI L. VERSCHRAEGEN  
Chief, Child and Youth Services

Encl







