

# Fort

# 2016

## Fort Hamilton CYSS Parent



U.S. Army Child, Youth  
& School Services

**UNITED STATES ARMY GARRISON, FORT HAMILTON  
DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION  
CHILD, YOUTH & SCHOOL SERVICES  
PARENT HANDBOOK**

**UNITED STATES ARMY GARRISON FORT Hamilton  
CHILD, YOUTH & SCHOOL SERVICES (CYSS)  
Welcome to Fort Hamilton**

CYSS provides quality childcare, outstanding school age care, exciting youth programming, fun and challenging sports opportunities and exceptional instructional programming for our families.

**CYSS is a Division of the Directorate of Family and Moral, Welfare and Recreation (DFMWR)**

**MISSION: *To reduce the conflict between mission readiness and parental responsibility by offering quality programs and accountability for children and youth.***

We strive to serve the needs, interests and responsibilities of each individual in the Army community with support and leisure services designed to enhance the quality of their lives. Child, Youth & School Services become critical to the military mission during deployment, mobilization, and contingency situations. When a Soldier loses duty time due to a lack of child care, it negatively impacts the military mission. Our job is to provide programs and service options that meet parental needs: early morning PT, extended hours, weekend youth programs and Family Child Care homes.

**VISION:**

CYSS programs are dedicated to providing:

- ✓ Seamless delivery system for children and youth ages 4 weeks to 18 years
- ✓ Predictable services offered at all installations
- ✓ Safe, healthy, family-friendly environments
- ✓ Well managed programs
- ✓ Accountability for Army, program, staff, child, youth and family outcomes
- ✓ Satisfied customers – children, youth, parents, Army, Congress
- ✓ Maintaining status as a “Benchmark for America’s Child Care” and becoming “Benchmark for America’s Youth Programs”

**PHILOSOPHY:**

CYSS understands that customers come to us with a variety of needs with regard to childcare and we are prepared to assist them in locating services that will best meet the needs of their Family. As children grow, their developmental needs change; and we want the transitions among programs to be smooth and beneficial to all who use our services. All staff members are cross-trained and provided age-specific training throughout employment. Staff flexibility provides quality care to children and youth of multiple age groups.

## **Program Orientations**

*Selecting child care is important to families. It is very important that parents are oriented to the child care program where their child is receiving services. Knowing and understanding the policies and procedures of the child care program can have a positive impact on families and their child care experience. Your program director will be sharing information with you about our center. Program orientations are intended to help you understand what you need to know as you leave your child in our care.*

## **OPEN DOOR POLICY:**

We extend an open invitation to you to drop-in often for informal visits or to visit your children/youth anytime. This will give us the opportunity to become acquainted with you and enable us to provide optimal learning experiences for your children/youth.

## **Communication/Feedback:**

Parents/guardians who wish to post questions, comments or concerns regarding Morale Welfare and Recreation (MWR), CYS Services programs may do so by contacting your facility Director. You may also complete an Interactive Customer Evaluation (ICE) survey through our Garrison's website. [www.hamilton.army.mil](http://www.hamilton.army.mil)

## **Chain of Command:**

The most effective way to resolve issues is to channel them through the CYS Services Chain of Command. Should all attempts at resolution fail, parents/guardians can elevate their issues or concerns up through the Chain of Command in the order below:

Classroom Lead Teacher/Supervisory Program Specialist /Facility Directors:

Chief, Child, Youth & School Services Division: 718-630-4475

Director, Family and Morale Welfare & Recreation (FMWR): 718-630-4040

Deputy Garrison Commander: 718-630-4706

Garrison Commander: 718-630-4706

## **PROGRAM GOALS**

### **PROGRAMS:**

CYSS is committed to providing high quality, affordable, available, accountable and developmentally appropriate programs by:

- ✓ Providing a safe, caring and healthy learning environment.
- ✓ Helping children/youth develop constructive, thoughtful and creative qualities in order to become diligent and caring people.
- ✓ Providing opportunities for children/youth to experience success and failure without criticism.
- ✓ Encouraging children/youth to develop and sustain a positive self-image.
- ✓ Enhancing children's understanding and use of language, and knowledge of the world around them.
- ✓ Promoting children's physical development and skills through movement experiences.
- ✓ Providing children and youth with positive social experiences and role models.
- ✓ Being aware of each child's or youth's abilities and needs, and respecting and nurturing

**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.

**ENVIRONMENTS:**

The environment is a key element in fostering the development of children. An environment is defined as the use of space, materials, experiences, daily routines and interactions to enhance development. The objective is to create a nurturing, safe atmosphere, provide learning opportunities, and encourage quality interactions.

**FIELD TRIPS:**

CYSS encourages the use of off-post resources to enhance the growth and development of the children in our care. CYSS schedules field trips into the program in order to broaden the learning environment for the children/youth in our care. Field Trips will be developmentally appropriate and require an approved risk management assessment prior to departure. CYSS will ensure adherence to the guidance in AR 608-10 as well as local policies regarding off-post excursions. Field trips will have a developmental purpose that is identified through program planning and is relevant to the theme. The goals of the trip must be articulated in program plans. Parents may send additional money for souvenirs and food items purchased outside of that provided by CYSS. Money will not be "held" by staff for the child. Parents utilizing Hourly Care services will pay any associated expenses incurred as a result of the field trip. Notice is provided no less than 7 working days in advance of scheduled trip. Parents may be notified through the use of flyers, email, or documented agendas at parent meetings. Permission slips will be made available no less than 3 working days in advance. Staff will ensure that each child on the field trip has a signed permission slip available.

**CDS DEVELOPMENTAL ASSESSMENT:**

The formal method of developmental assessment of children in our Child Development Centers (CDC) and Family Child Care (FCC) homes is through the use of the Creative Curriculum Developmental Continuum where Informal observation notes and samples of children's art and other work are collected as part of the assessment process.

The Creative Curriculum provides a framework that guides our teachers in planning appropriate activities that are individualized to meet each child's developmental needs. Teachers create developmental portfolios 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 children in any room. Teachers receive training on conducting observations and assessments as part of their regular ongoing training. Assessments are conducted 3 to 4 times a year and the primary care teacher will discuss results with parents.

## REGISTRATION

**OUTREACH SERVICES (OS)/PARENT CENTRAL (PC),  
BLDG. 404 STERLING DRIVE, PHONE: 718-630-4812**

### **OUTREACH SERVICES (OS)/PARENT CENTRAL (PC):**

Parent Central is your gateway to CYSS! Whether you are looking for full day care or want to know when the next teen dance is scheduled, you will find that information here. OS/PC has information on all Fort Hamilton CYSS Programming: Child Development Centers (CDC), Family Child Care (FCC), School Age Services (SAS), Youth Services (YS)-Middle School/Teen (MS/T), School Liaison (SLO), Sports, SKIES*Unlimited* Instructional Programs, Parent Education and volunteer opportunities. Programs are available for children age 4 weeks through 18 years of age.

If enrolling for any of the programs or activities listed in this handbook, the parent or guardian of the child or youth must be eligible for services, have completed the CYSS forms and have provided a valid Government ID card, proof of child's immunizations and complete all forms required for data entry into the Child & Youth Management System (CYMS) prior to enrollment. Parents registering for CYSS programs are seen Monday through Thursday 08:30-17:00 and on Friday evenings 08:30- 18:00.

Packets containing registration forms and a registration checklist detailing requirements may be picked up during hours of operation or downloaded from the Fort Hamilton website:

**<http://www.hamiltonmwr.com>**. Completed forms and necessary documents must be presented at the time of registration. There are no fees for registering your child or youth.

### **ELIGIBILITY FOR CYSS IS AS FOLLOWS:**

Active Duty Military Personnel, APF & NAF DoD Civilian Personnel, Reservists and National Guard on active duty or during inactive duty personnel training are eligible. When a waiting period for enrollment exists, priorities for care needed to meet mission requirements will be in accordance with current Department of the Army and Fort Hamilton policies. At no time will a child already in a program be displaced to allow room for a child with a higher priority. A stable environment with continuity of care and minimum disruptions is necessary for high quality developmental programs.

### **PARENT CENTRAL REGISTRATION**

Bldg. 404 Sterling Drive

Phone: 718-630-4805

#### **Hours of Operation**

0700-1700

Monday, Tuesday, Wednesday & Thursday

0800-1800

Friday

## INFORMATION REQUIRED TO COMPLETE REGISTRATION:

- ✓ Registration form 4719 to include: Sponsor name, address, home telephone number, duty station and telephone numbers, Spouse name, duty station/work telephone number and Local or AKO e-mail address
- ✓ Three local emergency release designees' names and telephone numbers. These individuals will be contacted in the event of an emergency if the sponsor or spouse cannot be reached.
- ✓ Up-to-date immunization records for all children are required
- ✓ CYSS Health Screening Tool information
- ✓ NOTE: If a child has been diagnosed with any dietary restrictions, allergies, asthma, is taking on-going medication or has any other special needs a medical action plan (MAP) will be required and a Special Needs Accommodation Process (SNAP) evaluation meeting may be scheduled. Prior to receiving CYSS care a SNAP team will review the case and recommended CYSS care placement.
- ✓ If enrolling a child in a CYSS program or subsidized Family Child Care home, the patron must provide current LES statements and complete a DOD Application for Fees to determine total family income and fee category. For the military sponsor this includes Base Pay, BAS and Non Locality BAH.

**Information must be up-dated at a minimum annually and/or when changes occur.**

**All registration records must be kept current and updated annually at minimum.**

**Children/youth whose records are not updated will not be accepted for care until this annual requirement has been met.**

## INFORMATION TO BE PROVIDED WITHIN 30 DAYS OF INITIAL REGISTRATION:

- ✓ Current Physical/Health Assessment signed and stamped by a medical representative. **It is the responsibility of each parent to ensure that information on the forms is kept current.** Any changes in phone numbers, address, emergency contacts, or income status should be provided to the administrative clerk as soon as possible. Also, the most up-to-date copy of the child's immunization record is required and must be maintained within the child's file.
- ✓ Family Care Plans (FCP): DA Forms 5304 and 5305. Single and dual military parents must provide copies of their FCP's to Central Enrollment within 30 days of enrollment. **Failure to comply will result in non-admittance into CYS Services Programs until the information is obtained.** FCP updates are the responsibility of the unit commander and parent.
- ✓ **SPORTS PHYSICALS AT THE TIME OF ENROLLMENT IN ANY SPORT, CHILD/YOUTH MUST PRESENT A HEALTH ASSESSMENT/SPORTS PHYSICAL THAT IS VALID THROUGHOUT THE ENTIRE SEASON.**  
**(Physical valid 1 year from date of health provider's signature/stamp)**  
A Health Assessment/Sports Physical must certify that the individual is physically able to participate in sport/activity and address any pertinent medical conditions or constraints, e.g., asthma, heart murmur, allergies. Health assessment required for all team sports, individual sports and some SKIES Unlimited courses.

Registration must be complete to utilize the hourly care option. The 30 day extension for Health Assessments and Family Care Plans are not available for hourly care registrations. At registration, a parent must notify the registration clerk that they would like to use hourly care in a CDC, FCC home, or SAS site.

### **Deployment Support:**

We recognize the commitment and increasing sacrifices that our Families are making every day. We recognize the strength of our Soldiers comes from the strength of their Families. We are committed to providing Soldiers and Families a quality of Life that is commensurate with their service. We are committed to building a partnership with Army Families that enhances their strength and resilience. We are committed to improving family readiness by:

- ✓ **Standardizing fees for existing Family programs and services**
- ✓ **Ensuring excellence in schools, youth services, and child care**
- ✓ **Expanding education opportunities for Family members**

### **Deployment Support Eligibility:**

Patron's eligibility categories ensure consistent delivery of Deployment Support CYSS Programs and Services in support of Soldiers and Department of Defense (DoD) Civilians that support the mission and Expeditionary Army. Patron eligibility categories are as follows:

1. Mission Level 1 – Families of deployed Soldiers and DoD Civilians
2. Mission Level 2 – Families of Soldiers and DoD Civilians serving under the following orders:
  - Temporary Change of Station (TCS)
  - Permanent Change of Station (PCS) unaccompanied tour
  - Temporary Duty (TDY) status for 90-179 days
3. Mission Level 3 – Rear Detachment Cadre supporting the immediate Families of deployed Soldiers as identified on the Rear Detachment and Personnel Availability Report.
4. Families of Wounded Warriors – Army Wounded Warriors (AW2) and Warriors in Transition (WT)>

### **SERVICES FOR EACH OF THESE CATEGORIES ARE AS FOLLOWS:**

#### **ALL CYS PATRONS:**

- ✓ Free CYSS registration and re-registration Fees
- ✓ Free hourly group care for all attendees of a Memorial Service for a Fallen Soldier
- ✓ Free hourly care for FRG Meetings up to three hours per visit
- ✓ Free hourly care during mandatory deployment activities (e.g., deployment and reunion briefings)

#### **MISSION LEVEL 1:**

- ✓ 16 Hours free hourly respite care per child per month, beginning 30 days prior to deployment and extending to 60 days after return.
- ✓ Hourly fee reduction to \$2.00 per child per hour for any hourly care beyond the free respite care hours.
- ✓ 20% fee reduction for regularly scheduled full and part day care
- ✓ Up to \$300.00 in SKIES (instructional) classes per child/youth during the deployment cycle

## **MISSION LEVEL 2:**

- ✓ 16 hrs free hourly respite care per child per month during designated eligible period
- ✓ Hourly fee reduction to \$2.00 per child per hour for any hourly care beyond the free respite care hours.
- ✓ Up to \$150.00 free SKIES classes per child/youth
- ✓ Up to \$50.00 free CYSS team or individual sport per child/youth

## **MISSION LEVEL 3:**

- ✓ 5 hrs free hourly Respite Care per child per month during eligible period.
- ✓ Hourly fee reduction to \$2.00 per child per hour for any hourly care beyond the free respite care hours
- ✓ Up to \$150.00 free SKIES classes per child/youth (NTE 8 weeks per class)
- ✓ Up to \$50.00 free CYSS team or individual sport per child/youth

## **WOUNDED WARRIORS:**

- ✓ 16 hrs free hourly respite care per child per month during eligible period
- ✓ Hourly fee reduction to \$2.00 per child per hour for any hourly care beyond the free respite care hours
- ✓ Unlimited free hourly care for medical appointments
- ✓ Category 1 fees for regularly scheduled full and part day care
- ✓ Up to \$300.00 free SKIES (instructional) classes per child/youth
- ✓ Up to \$50.00 free CYSS team or individual sports per child/youth

## **PROGRAMS AND SERVICES**

### **CHILD DEVELOPMENT SERVICES:**

Child Development Services (CDS) provides care for children ages 6 weeks through 5 years in CDCs and ages 4 weeks through 12 years in FCC homes.

### **CHILD DEVELOPMENT CENTERS (CDC):**

The Child Development Centers offer full-day, part-day, and hourly care programs for children 6 weeks through 5 years of age. CYSS programs ensure the same quality of care for children in all programs. A developmentally appropriate curriculum for young children is planned by the teachers with attention to the different needs, interests, and developmental levels of those individual children.

The Ft Hamilton CDC is accredited by the National Academy of Early Childhood Programs, which is a division of the National Association for the Education of Young Children (NAEYC). NAEYC is a civilian, membership-supported organization committed to fostering the growth and development of children from birth through eight years of age. Early childhood programs accredited by NAEYC have voluntarily undergone a comprehensive process of internal self study, invited external professional review to verify compliance with the Criteria for High Quality Early Childhood Programs. All CDCs offer trained teachers, balanced meals, and age-appropriate, developmental educational activities.

### **STRONG BEGINNINGS:**

Strong Beginnings Pre-Kindergarten program meets 5 days each week in morning sessions and



care and education programs serving children under 5 years of age have begun to develop and implement standardized Early Learning Standards that define what preschool children should know and be able to do before entering kindergarten.

The standards guide CYSS teachers in planning meaningful early experiences that prepare children for classes in school and lay the foundation for lifelong learning.

Part-day preschool and Strong Beginnings follow the New York Public School calendar.

If Public School is not in session, there are no classes for the Strong Beginnings program.

### **HOURLY CARE:**

Services are available at Child Development Center and in many FCC homes on a space available basis. Hourly care is short-term care for children whose parents have a medical/dental appointment, volunteer commitment, or just need a short break. Hourly care is offered at the Child Development center for children 1 year through 5 years old and at FCC homes for children 6 weeks through 12 years.

Reservations are required for all children using hourly care and may be made in person or telephonically. The reservation system is necessary to ensure that optimal space and sufficient staff for children in care will be available. All spaces are on a first come, first served basis and may be made as early as **2 weeks** in advance. Reservations will not be held longer than 30 minutes beyond the scheduled time. Hourly care rates are \$4.00 per hour. Payment is due when you pick up your child.

A \$4.00 fee will be assessed if the reservation is not cancelled at least two hours before the reserved time.

### **FAMILY CHILD CARE (FCC):**

The U.S. Army Family Child Care (FCC) Program is a child care option provided to military family members, Department of Defense civilians and Department of Defense contractors through the Army Child, Youth and School Services (CYSS). The FCC Program is provided by military family members working as independent contractors on the installation. **FCC homes provide flexible hours**, a comfortable family setting, and activities based on real life experiences in the home and neighborhood. Most homes offer full-day, part-day, and hourly care. Special services **may** include 24-hour and long-term care during mobilization and training exercises, evening and weekend care. **Parents can expect to receive the same quality of care** in an Army FCC home as in an Army Child Development Center or School Age program. FCC Providers receive the same training and support as CYSS facility based staff. **FCC Home capacity** at any one time is generally six children who are enrolled in the program. Homes serving school-age children exclusively (5-12 years) can serve a maximum of 8 children. **FCC Providers and their homes meet specific requirements** related to health, fire prevention, safety, and child development programming and are certified by the Installation. FCC providers and their family members, over 12 years of age, pass stringent background checks and inspections. FCC Homes are regularly visited by FCC, CYSS and Installation representatives. FCC providers work to attain a National Association for Family Child Care (NAFCC) Accreditation, using the same level of standards as those of the centers. **Many FCC providers are independent contractors** who set their own fees and hours of operation. Many are available after 6:00 p.m. and on weekends for duty-related or recreational child care. All FCC fees and charges are determined by the FCC provider and patron, based on the amount of care and developmental program provided. Subsidies may be available, if FCC Providers accept subsidies then they will charge CYSS FCC rates. If you are interested in using an FCC provider for hourly services, it's a good idea to visit and interview with the providers who are able to meet your hourly care needs. It is a good idea to bring your child to meet the providers. Choose more than one possible provider so that you are more likely to find one with openings when you need care. PC will assist you in finding an FCC provider. There is also an online program FCCOnline, that provides you the opportunity to see the variety and quality of FCC homes that operate on Fort Hamilton. You can access FCCOnline from your

FCCOnline login and password. If you are interested in one of the FCC homes you view on FCCOnline, please visit CER to ensure the provider you are interested in has child care openings. FCCOnline does not provide information on current child care availability.

### **YOUTH SERVICES: 412 Sterling Loop**

Our Youth Services (YS) programs serve school age, middle school and teen youth in grades 6 - 12. Fort Hamilton Youth Services' mission is to provide a safe and healthy environment where youth can participate in fun, recreational, educational and age appropriate developmental activities, supervised by trained staff. YS programs have on-going partnerships with Boys and Girls Clubs of America (BGCA) and 4-H Clubs. Our partnership programs enable us to offer a variety of activities and opportunities to youth.

### **YOUTH SERVICES PROGRAM GOALS:**

- ✓ Instill values that foster self-discipline, decision-making, leadership, and teamwork.
- ✓ Promote positive attitudes and reinforce Army core values.
- ✓ Provide a variety of opportunities for parental and command involvement.
- ✓ Opportunities to participate in a variety of activities that reduce the likelihood of situations and behaviors that put youth at risk.
- ✓ Empower youth to build skills that help them become stronger individuals.
- ✓ Teach Life Skills.
- ✓ Build cooperation, respect and teamwork skills.
- ✓ Build positive friendships while having fun.

### **SCHOOL AGE SERVICES (SAS):**

School Age Services provides programs for youth in grades 1 – 5. Our school age sites are nationally accredited to ensure the highest quality programming.

### **PROGRAM OPTIONS:**

- ✓ Full Day (school out days)
- ✓ Before & After School Care
- ✓ Winter, Spring and Summer Camps
- ✓ Hourly Care (On space available basis – call for hours and days)

### **MIDDLE SCHOOL/TEEN (MST):**

Middle School & Teen provides programming for youth in grades 6 thru 12.

### **PROGRAMS INCLUDE:**

- ✓ Middle school summer and vacation camps
- ✓ Open recreation programs
- ✓ Trips and tours
- ✓ Inter-service events

### **YSS SPORTS & FITNESS PROGRAM:**

#### **Sports & Fitness Office •**

The CYSS Sports & Fitness Program hosts recreational leagues that are inclusive of all youth who want to learn the fundamentals of the game and to have fun. A wide variety of sports games

and services are provided to military and DOD civilian children and youth 3 years to 18 years of age in the following four service areas:

Team Sports, Individual Sports, Fitness & Health, and Outreach. The age groupings are aligned with the National Standards for Youth Sports, as endorsed by the National Alliance of Youth Sports (NAYS). Prior to placement in sports programs, staff consider the age and physical development of the child/youth to ensure they are able to understand the type and rules of the sport to enable them to participate safely. Enrollment fees vary depending on each sports program. Payments for Youth Sports must be made in full, prior to the beginning of the selected sports season.

Sports registrations are accepted at Parent Central, Bldg. 404 Sterling Drive.  
Phone Number: 718-630-4812.

### **THE SPORTS PROGRAM FOCUSES ON THE FOLLOWING:**

- ✓ Leadership, sportsmanship and teamwork
- ✓ Programs based on the well-being of children/youth
- ✓ Skill building and increased self-esteem and self-confidence
- ✓ Reduce the likelihood of situations and behaviors that put children/youth at risk to include providing a drug, tobacco and alcohol-free environment at all child/youth sports activities.
- ✓

### **TRAINING:**

Coaches are trained and certified through the National Association of Youth Sports (NAYS). The NAYS organization is a volunteer coach training program that is designed to sensitize volunteer coaches to their responsibilities and hold them accountable to a strict code of ethics and conduct. All volunteer coaches have **background clearance checks initiated by Parent Central and Outreach Services** and are screened through the Police/Provost Marshall Service (DES), CID and Alcohol and Drug Prevention programs for any reported misconduct involving children. Training includes psychological and emotional needs of youth, safety and first aid, conditioning and nutrition, teaching proper sports techniques and drug awareness. Volunteer coaches are always welcome for all sports programs. The following are excerpts from the Codes of Conduct for Student-Athletes, Teacher-Coaches, Parents/Guardians, Spectators and Officials:

### **CODE OF CONDUCT BASICS:**

Athletic competition of student-athletes should be fun and should also be a significant part of a sound educational program, embodying high standards of ethics and sportsmanship while developing good character and other important life skills. Essential elements of character building are intrinsic in the concept of sportsmanship and six core ethical values: trustworthiness, respect, responsibility, fairness, caring and good citizenship.

The highest potential of sports is achieved when learning from the T.E.A.M. concept (Teach, Enforce, Advocate, and Model these values) and by committing to the ideal of pursuing victory with honor. Good-faith efforts to honor the words and spirit of this Code will improve the quality of our programs and the well-being of all teammates.

### **CODE OF CONDUCT FOR STUDENT-ATHLETES:**

Excerpts from the code say to treat all people, including the teacher-coach with respect at all times. Demonstrate an appropriate demeanor that reflects self-control and an unwavering commitment to fair play. Live and play with class. Be a good sport. Be gracious in victory and

anger or frustration. Have the strength to overcome the temptation to retaliate. Safeguard your health. Do not use any illegal or unhealthy substances, including alcohol, tobacco, drugs and nutritional supplements or engage in any unhealthy techniques to gain, lose or maintain weight. Be informed about the health risks involved in the use of recreational and performance-enhancing drugs, tobacco and alcohol, as well as eating disorders. Have a thorough knowledge of and abide by all applicable game and competition rules. Demonstrate and demand integrity.

#### **CODE OF CONDUCT FOR TEACHER-COACHES:**

Be faithful to the educational and character-development mission of Ft. Hamilton and assure that these objectives are not compromised to achieve sports performance goals. Always place the academic, emotional, physical and moral well-being of student-athletes above desires and pressures to win. Coaches should be viewed first and foremost, as teachers and referred to as "teacher-coaches." Use positive coaching methods to make the experience enjoyable, increase self-esteem and foster a love and appreciation for the sport. Refrain from physical or psychological intimidation, verbal abuse and conduct demeaning to student-athletes and others. Goals related to the sport should be stated clearly in a manner that is consistent with the educational mission for the Ft. Hamilton Sports and Fitness Program. Encourage student-athletes to pursue victory with passion, to think and play as a team, to do their best and continually improve through personal effort and discipline. Strive to enhance the physical, mental, social and moral development of student-athletes. Treat game officials with respect and do not complain or argue about calls or decisions during or after an athletic event. Be a worthy role-model.

#### **CODE OF CONDUCT FOR PARENTS/GUARDIANS:**

Demonstrate concern for student-athletes as individuals and encourage them to look out for one another and think and act as a team. Treat all people with respect at all times and require the same of your student athletes. Treat game officials with respect and don't complain or argue about calls or decisions during or after an athletic event.

#### **CODE OF CONDUCT FOR SPECTATORS:**

Live and cheer with class. Be a good sport. Be gracious in victory and accept defeat with dignity, compliment extraordinary performance and show sincere respect for all competitors. Do not engage in disrespectful conduct of any sort including profanity, obscene gestures, and offensive remarks of a sexual nature, trash-talking, taunting, boastful celebrations or other actions that demean individuals or the sport. Do not participate in any negative or demeaning cheers.

#### **CODE OF CONDUCT FOR OFFICIALS:**

Teach and model the importance of integrity by doing the right thing and making the right call even when the cost is high. Admit mistakes openly and honestly. Enforce the rules as written, as faithfully as they can in a manner consistent with guidelines and interpretation of the rules committee. Be generous with praise and treat all participants with impartiality.

#### **POSITIVE ROLE MODELS:**

Parents are encouraged to take an active role in the sports program and provide positive role modeling for children and youth by exhibiting sportsmanship behavior and demonstrating support of children involved in youth sports. Parents are asked to be knowledgeable of opportunities and responsibilities of having a child involved in youth sports.

Coaches and staff ensure that sports facilities and areas are properly maintained and equipment is appropriately used. Coaches understand the consequences of improper skill techniques, poor conditioning, and improper weight control practices. Rules are modified for safe playing situations and coaches have knowledge of prevention and first aid for athletic injuries. All youth are provided the opportunity to play, grow and develop individual sports and fitness skills. Contact Central Registry at 630-4805 for an appointment to register for Sports programs.

**CHILD/YOUTH PARTICIPANTS MUST HAVE A COPY OF A CURRENT HEALTH ASSESSMENT/SPORTS PHYSICAL WHEN ENROLLING IN A SPORT** (health assessment/sports physical is valid for 1 yr from initial date).

## **SCHOOL OF KNOWLEDGE, INSPIRATION, EXPLORATION AND SKILLS (SKIESUNLIMITED)**

### **PROGRAM OPTIONS:**

Instructional classes in dance, fencing, piano, voice, karate, personal interests and more. The *SKIESUnlimited* program is the framework for the Army's CYSS instructional programs. It encompasses the four service areas: Arts, Recreation & Leisure, Life Skills, Citizenship & Leadership; Sports, Fitness & Health; and Academic Skills, Mentoring & Intervention. Children can explore new skills, pursue and nurture personal interests, interact socially with others, bolster college applications and foster close relationships with caring, knowledgeable adults outside the home.

*SKIESUnlimited* instructors have had local and national background checks, training in CPR, First Aid, Child Abuse Reporting and Prevention, Guidance, Child Developmental Guidelines, and Safety.

### **ENROLLMENT INFORMATION:**

Payment for all regularly scheduled Child and Youth Programs to include *SKIESUnlimited* Instructional Programs and Youth Sports is collected in advance of services rendered. Enrollment for all SKIES classes takes place at Parent Central, Bldg. 404 Sterling Drive. All enrolling students must have an active CYSS Registration. Contact Parent Central Registry Office at 718-630-4812 for a list of classes and times or on the website at [www.hamiltonMWR.com](http://www.hamiltonMWR.com).

### **SCHOOL LIAISON SERVICES (SLS):**

The School Liaison Officer (SLO) acts as an advocate for military Families and their school-age children and youth. Some ways in which the School Liaison Officer may provide assistance are:

- ✓ Address issues with registration and graduation requirements in the local schools (public and private)
- ✓ Assist with coordinating school transitions
- ✓ Provide resources for tutoring assistance
- ✓ Educate parents on local school districts
- ✓ Support home school families
- ✓ Provide information about schools for families making a PCS move; refers Families to SLO at gaining installation
- ✓ Serve as the in and out processing Point of Contact for CYSS
- ✓ Serve as an advocate and resource for issues involving extracurricular activities and special needs.

For more information call the School Liaison Officer at 718-630-4805, 137 C Poly Place.

### **KIDS ON SITE:**

“Kids on Site” is child care provided to parents on-site while attending functions Such as chapel Family night out, Family resource functions, and more. 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 CYSS Registration Form
- ✓ Sign their children in and out of the care site

Snacks are provided to the children and generally consist of crackers and a variety of juices.

**Please let our staff know if your child is allergic to any of these items.** Children will be observed for obvious signs of illness upon arrival. Children may be denied services if they appear ill or show visible signs of a fever or any symptoms listed in our Health SOP. To obtain further information please contact the Outreach Director at 718-630-4805.

### **VOLUNTEER CHILD CARE IN UNIT SETTINGS (VCCUS):**

Volunteers from units may become certified through CYSS to provide free child care to their units for group meetings and functions. Telephone: 718-630-4805 for more information.

## **CYSS PROGRAM PROCEDURES**

### **ARRIVALS:**

When you arrive at a Child Development Center or School Age Center, you will be asked to:

- ✓ Swipe your CYSS Identification Card or Tag at the front counter
- ✓ Sign your child into their room on the roster provided. This is important because it allows staff to document and verify children are in care if an emergency occurs. Lack of accountability in the event of a fire or other emergency could result in CYSS having no knowledge of your child’s presence.
- ✓ Please ensure the teacher in charge of the module is aware of your arrival so that your child may be warmly received and become involved in an activity.

We hope that parents and teachers will spend time together, both at arrival and departure times, sharing information and insights with each other by way of informal conversation.

In addition, parents can help their children make a happy transition from home to the center each morning by spending a few minutes with them in the child activity module before leaving.

Please be prepared to spend a few moments in the module to provide correct information and details pertaining to the care of your child. In FCC homes and in any on-site child care location, a sign-in sheet is used and will be located with the teacher or FCC provider. Youth enrolled in the MST open recreation program are allowed to come and go from the teen center, but must scan/sign in/out at the front desk. Youth enrolled in before school or vacation programs must remain in the program until picked up by a parent.

### **DEPARTURES:**

When you return for your children, you will be asked to:

- ✓ Pay any fees or provide pertinent documents related to your child's care
- ✓ Proceed to the activity module and sign your child out of their module prior to leaving
- ✓ Notify the child's teacher/provider prior to leaving

If you intend to give authorization to any other person to remove your child from a center, that person's name must be entered in the appropriate space on the CDS Registration Card and entered into the CYMS database. Under no circumstances will children be released to siblings or children under age 12. These policies are for your child's protection!

#### **AFTER HOURS CHILD DEPARTURE:**

There have been occasions in the past when parents have forgotten the time or were delayed so that children remained after the closing hour of the center. Children are expected to leave by the time programs end. **A late-fee penalty is in effect at the closing hour of the program or facility.** We ask that you call and let us know if you expect not to be at the Center by 1800 (6:00 PM). Our staff will call home, work and any other telephone numbers left by the child's parents, if you have not called or arrived by 1755 hours (5:55 PM). Contacting your child release designee prior to 1800 hours can prevent late pick-up of your child. If the parent cannot be contacted, our staff will call the emergency contacts (parent designee) listed in the CYMS data base in order to find an authorized person to pick up the child. If there is no positive response to these calls, and if the child has not been picked up by 1 hour past the center's closing hour, appropriate authorities will be contacted for alternate placement and care of the child. We recognize the severity of this action and regret that it will have to be taken if efforts to reach either parents or the emergency point of contact fail. Please ensure that we have valid emergency contacts and accurate telephone numbers to avoid this situation which is stressful for the child, parent(s) and CYSS staff.

#### **Bus Transportation:**

- A. Staff will accompany children to the entrance to the bus/van. Staff must be able to view the bus/van's entrance and must be able to account for each child's presence on the bus/van. Staff will not "send" children to the bus/van and observe from a distance.
- B. Once the bus/van has come to a complete halt, staff will accompany the children to the entrance of the bus/van.
- C. Buses will utilize their red STOP sign when they are stopped to pick-up or discharge children.
- D. If staff must walk across a lane of traffic; they will ensure that all traffic has stopped in both directions before proceeding to the bus/van entrance.
- E. When retrieving children off the bus, staff will ensure that all children are accounted for prior to the bus/van's departure.
- F. If staff must walk children across a lane of traffic, they will ensure that all traffic has stopped in both directions before proceeding to the building entrance.
- G. Staff will walk the children in front of the bus while the bus is halted and its stop lights are flashing along with its stop sign. To ensure the driver is able to see all children at all times, CYSS staff will ensure that children walk **NO LESS THAN** six feet away from the

of the bus.



**NAP AND REST PERIODS:**

Appropriate rest periods will be provided according to the age and needs of the child. A minimum of 1 hour will be scheduled for all children under 5 years of age enrolled in full day care in the CDC and FCC homes. Full-day children take naps after lunch. We ask that all children rest for approximately 15 minutes after the lunch period and if they have not fallen asleep, quiet activities (books, puzzles) are provided while the other children sleep. Each child is provided with a rest mat. To minimize disruption to resting children, your child may not be signed in during the rest period (1200 –1400 hours). Extenuating circumstances may be discussed with the Director/FCC Provider.

**PERSONAL BELONGINGS/TOYS:**

**Please leave your child's personal toys at home,** except in the case of comfort items, such as, a blanket or favorite stuffed animal to help your child adjust or rest. Personal toys may become broken or lost and arguments between children can be avoided over a "special" toy. We have sufficient quantities of educational materials that encourage appropriate development. There may be certain days when the teachers will request certain items be brought to the program in order to supplement or illustrate a theme or concept that is being discussed. The teachers will notify you in advance of these days. Please ensure all items are labeled with your child's first and last name. Only personal items that are needed for the child may be brought to the center, (clearly label all items) such as diapers (1 diaper for each hour that a child will be in care), child size blankets, coats, hats, and gloves. **PLEASE CHECK BAGS AND POCKETS to ensure that medication and other personal items** not appropriate for day care are not left on-site at any time. All children that are mobile, whether walking or crawling, must wear shoes for daytime care. For health and safety reasons open sandals and thongs/flip-flops are not recommended, children must have closed shoes/sneakers to participate in daily activities. Parents should also provide at least 1 to 2 changes of clothing.

**PETS AND PLANTS:**

Pets and plants are considered key factors in a developmental program setting. Animals provide great science and language learning experiences, as well as the responsibility and opportunity to care for other living creatures. Only non-toxic plants will be allowed in the CYSS programs and FCC homes. Please see the CYSS Health SOP for further information and a list on non-toxic plants.

**PROGRAM CLOSURES:**

All CYSS programs are closed for Federal holidays. CYSS will close 2 training days per year to ensure all CYSS staff have the opportunity to participate in CYSS program specific training. Training closures for the 2016 year will be May 27<sup>th</sup> and October 7<sup>th</sup> CYSS will also follow directives for closing any unscheduled Presidential Executive Order holidays and the Friday after Thanksgiving.

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## **SEVERE WEATHER OR EMERGENCIES:**

Prior notification will be given to patrons before a decision is made to close CYSS programs for training holidays other than those listed above.

If the Garrison Commander identifies that the installation is in operation for **MISSION ESSENTIAL & CRITICAL personnel** the CDC and SAS programs will remain operational. Hourly care and open recreation programs will be closed. If instructions are provided by the Garrison Commander to close a program early, you will be notified to pick up your child. Daily fees will not be refunded. Parents are required to have a back-up for emergency situations, i.e., illness, center closures, etc. Each CYSS site has a severe weather/emergency plan that designates "Mission Essential" staff and primary/secondary evacuation sites.

If the Garrison Commander identifies that the installation is in operation for **CRITICAL personnel only**, the following CYSS programs will open for business for patrons who are CRITICAL personnel: Single and dual military Sponsors will be listed as critical personnel. DOD Civilian employees must have their employer fill out an essential personnel form to be added to the list.

- ✓ **Child Development Center:** (for children of personnel who are critical and are currently enrolled in a CDC.)
- ✓ **School Age Center:** (for children of personnel who are critical and are currently enrolled in School Age Services.)

## **CHILD ABUSE AND NEGLECT POLICY:**

CYSS has developed a comprehensive program to facilitate prevention, identification and reporting of suspected child abuse and neglect. All CYSS employees and FCC providers are required to have background clearances and pass with favorable results prior to working for CYSS or contracting with CYSS. All CYSS employees and FCC providers receive mandatory training in identifying and reporting suspected abuse/neglect to include annual updates.

A variety of inspections and assessments are conducted annually to determine any risks that can be reduced or removed. Every year, Annual Installation Child & Youth Evaluation Team and Child Abuse Risk Assessment Tool (CARAT) observations are conducted to improve program quality and child abuse/neglect is one focus. Ratios are maintained to provide effective supervision of children. CYSS staff, volunteers, and FCC providers are mandated by law to immediately report any suspected cases of child abuse or neglect.

As part of child abuse prevention, CYSS staff wear name tags and green smocks identifying them as completing background checks. Staff are required to wear Red Smocks if background checks are still pending indicating line of sight supervision is still required. Parents are provided information concerning child abuse/neglect through pamphlets, articles, and workshops. All CYSS programs have an open door policy. Parents/sponsors have access to child/youth facilities and FCC homes when children are present, providing opportunities to observe the program. Scanning/signing in and out is a procedure that helps restrict access to children by non-center personnel, and non-FCC home Family members.

## **RESPONSE TO CHILD MALTREATMENT:**

Parents may not physically punish their children while in CYSS facilities or on the grounds of CYSS facilities. Children exhibiting suspicious bruises, abrasions, burns or other physical marks will be reported to the appropriate authorities. If a child is suspected of being abused or neglected, a report will also be made to the appropriate authorities. This policy is designed to

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enhance the safety of all enrolled children. **All CYSS employees are mandated by regulation and New York State Law to report all incidents of suspected child abuse or neglect.**

All staff members receive training in child abuse and neglect identification and reporting procedures. Protection of children from abuse is a shared responsibility between our staff and parents.

### **REPORTING CHILD ABUSE/NEGLECT:**

Failure to report child abuse/neglect or safety violations is a criminal offense. To report child abuse, child neglect, or a safety violation, IMMEDIATELY contact:

**Fort Hamilton Military Police at (718) 630-4456**

**DOD Child Abuse & Safety Violation Hotline: 1-877-790-1197**

**New York Administration for Children's Services: 800-635-1522**

### **DEFINITIONS OF CHILD ABUSE:**

Definitions of child abuse include: physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, or other maltreatment of any child under the age of 18 by a parent, guardian, employee, volunteer, or any staff person providing out-of-home care or supervision, who is responsible for the child's welfare, under circumstances that indicate that the child's welfare is harmed or threatened.

The term encompasses both acts and omissions on the part of the responsible person. *Child Neglect includes abandonment, deprivation of necessities, educational neglect, lack of supervision, medical neglect, and/or nonorganic failure to thrive.*

If you, as a parent or guardian, have any questions regarding this policy, or concerns yourself, please feel free to contact the center director. SOPs and flyers, including our discipline and touch policies, and child abuse/neglect prevention and others related to this issue are available for your review.

### **CHILD ACCIDENT / INCIDENT REPORTS:**

Even though your child is under constant supervision, minor injuries may occur during play. When this occurs, our staff will perform necessary first aid and complete a Child Incident Report for you to read and sign when you return. We will notify you immediately if your child sustains a serious injury or becomes ill. To avoid confusion, please tell us when you arrive of any existing cuts, bruises or bumps, which your child sustained while playing at home.

**ALL CYSS SPONSORED PROGRAMS ARE VIOLENCE-FREE. SPANKING, SLAPPING OR OTHER PHYSICAL PUNISHMENT IS NOT PERMITTED. ANY SUCH BEHAVIOR WILL BE REPORTED TO THE MPS, THE CHILD ABUSE & SAFETY VIOLATION HOTLINE AND THE NEW YORK ADMINISTRATION OF CHILDRENS SERVICES.**

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## DEVELOPMENTAL PROGRAMMING

### **PROFESSIONAL STAFF:**

Fort Hamilton CYSS is composed of professionally trained staff. All direct-care personnel have specialized competency-based training in child development. The training starts before they enter the classrooms or begin care in their homes and continues throughout their employment. The management, support staff and teaching staff work together as a team to establish an environment where each person is treated with respect and dignity. All members of this team receive training to ensure our programs reflect current knowledge of developmentally appropriate practices.

### **TRAINING AND CAREER PROGRESSION:**

CYSS is committed to adequate compensation and career progression. Training encompasses child abuse identification & prevention, nutrition, CPR, first aid, safety, regulatory guidance, administering medication, age-appropriate activities, and child growth and development. The CYSS Training and Curriculum Specialist (TACS) are child/youth professionals who work in conjunction with all Child Youth and School Services Program Directors to include the Child Development Center Director and The Youth Center Director. For additional information, contact the TACS office at 630-4079. Each module or program group has a lead teacher who writes daily activity plans in coordination with the other teachers in the module. The TACS reviews every lesson plan for developmental appropriateness. Look for the lesson plans posted inside your child/youth's module or program.

### **FCC PROVIDER TRAINING AND CERTIFICATION:**

FCC Provider training requires 40 hours of training to include child growth and development; positive guidance techniques; planning developmentally appropriate activities for children; business practices; CPR and first aid; safety and emergency procedures; meal planning and nutrition; medication and communicable diseases; business practices; child abuse/neglect identification, reporting and prevention; regulations and SOPs; and parent/public relations. Applicants' homes must pass inspections by fire, safety, health and food program representatives. After certification is awarded, providers must continue their training with a minimum 24 credit hours each year. Homes are monitored by FCC staff to ensure that standards are maintained. The TACS provide guidance regarding activities; activity plans must be posted for parents to review.

### **DISCIPLINE POLICY:**

CYSS programs strive to approach discipline in a positive and consistent manner. The individual needs, age and development level must be considered in guiding behavior. Each child or youth activity sets simple, reasonable rules, which are posted for parental review. Discipline will be constructive in nature. Such methods as redirection, positive reinforcement and gentle physical restraint will be used as appropriate. When a child or youth's behavior is harmful to people or property, the child or youth will be asked to select another activity or may be diverted to a calming activity. Teachers will ask the

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child or youth to choose an activity where he/she will have time alone to gain control of their challenging behaviors. Teachers get to know the children and youth and use a variety of teaching strategies to de-escalate challenging behaviors. Children are encouraged to problem-solve and to use words to ask for what they want or tell others how they feel. Older children and youth are encouraged to talk about the problem with the other child or an adult and find a solution that works for everyone.

### **CYSS PROGRAMS WILL NOT USE ANY OF THE FOLLOWING METHODS OF DISCIPLINE:**

- Physical punishment of any kind to include pinching, slapping, spanking, etc.
- Confinement in closets, boxes or similar places.
- Verbal abuse to include yelling, humiliation, etc.
- Deprivation of meals, snacks, outdoor play, etc.
- Children will not be punished for accidents or lapses in toilet training.
- High chairs and cribs will not be used for discipline purposes.
- Biting policies focus on modifying child behavior within the existing environment rather than suspending the child. When this is not possible, parents will be consulted and assisted in obtaining care in another CYSS setting, if necessary and if available.

Parents will be notified when a child or youth's behavior is dangerous or causes severe disruption to the group's activity. In the event that teachers and parents working together cannot resolve the problem, it may be necessary to ask parents to remove children or youth from a program. Allowing children or youth to remain in programs in which they are not experiencing success is detrimental to their self-esteem. CYSS personnel will make every effort to assist parents in finding alternative care if necessary. CYSS is committed to protecting the health and well-being of all children.

## **FEES**

### **DEPARTMENT OF DEFENSE (DOD) FEE POLICY:**

In 1989, Congress passed legislation, The Military Child Care Act (MCCA), requiring DoD to establish a uniform child care fee policy based on Total Family Income (TFI). By law, military child care fees are based on 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. Parent Fees are determined during the CYS Services registration process prior to enrollment in a regularly scheduled Child Development Center (CDC), School Age Care (SAC) or Middle School & Teen (MS/T) program.

### **INITIAL PAYMENTS FOR FULL DAY, PART DAY AND PART TIME PROGRAMS:**

Initial Fee Payment reserves the child's space in the program and is paid in advance of the child's start date. The initial payment will equal 10 percent of the monthly payment rounded to the nearest dollar and credited to the first month's payment. Example: If a parent's monthly fee is \$228 per month, the 10 percent charge equals \$22.80 which is rounded to \$23.00. This amount is credited to the first month's payment. Initial Fee Payment refunds are only authorized for Families who withdraw prior to the start date due to deployment, PCS move, extended TDY or Family emergencies.

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## **No CYSS program or facility is authorized to extend credit.**

Payments may be made by cash, check or debit/credit card (Visa and Mastercard only). Personal checks will be accepted in the amount due only. Checks must contain required identification information and be made payable to the MWR (stamping devices are available for your convenience at the reception desk). Post-dated checks will not be accepted. Government ID cards will be verified when payment is made. Requests for refunds must be submitted in writing, with complete justification and receipt, to the center director.

## **DAILY CARE FEES:**

The Fort Hamilton fee schedule is based on Department of Defense Fee Policy and has been implemented to ensure consistency within and across installations. Graduated fee schedules for daily care are subsidized based on Total Family Income (TFI). In accordance with Department of the Army policy, TFI will be verified on an annual basis and individual fees adjusted accordingly.

Parents who do not provide the required documentation will be charged the highest fee category. A detailed fee schedule for daily care programs is available at each CYSS facility. Requests for exception to the fee policy for hardship situations are reviewed at the Army Community Services Financial Planning office. Although the fee for daily (full-day and part-day) care is a monthly fee, payments are to be made twice monthly: on the first working day of each month and on the 15th of the month (to coincide with military paydays). Full payment (to include late payment fees must be received by the last working day of the month or services will be suspended until full payment is received. Families risk losing their child care space on the last working day when full fee payment is not received.

Billing Cycle

### **FIRST OF MONTH:**

1st day of the month - Installment billing (for 1st-14th services) Patrons will receive a verbal reminder by the front desk clerk

5th working day after billing - Full payment due by COB

6<sup>th</sup> working day after billing Late payment fee of \$10.00 assessed

### **15th OF MONTH:**

15th day of the month - Installment bill for (15th-EOM services) Patrons will receive a verbal reminder by front desk clerk

5th working day after billing - Full payment due by COB+ any accrued late payment fees

6th working day after billing - Second late payment fee of \$10.00 assessed if balance is not zero.

## **LATE PAYMENT:**

Payment for Full Day/Part Day Care is due by the 5th business day of the payment cycle. Late payment fees are charged after the 5th business day. On the 6<sup>th</sup> day a one-time \$10.00 per child late fee will be applied to each missed payment cycle. Late payment fees are not charged for SKIES *Unlimited* Instructional Classes or Youth Sports since those fees are due in advance of the program start date.

Termination of Services: Families will receive written notification of termination after mid-month review if they are carrying an unpaid balance. Services will be terminated if full payment for the month is not received by the last working day of the month unless a command approved financial hardship waiver is requested.



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## **MULTIPLE CHILD REDUCTIONS (MCR):**

A 15 percent MCR is applied when more than one child is enrolled in regularly scheduled child care programs or seasonal youth sports offered by CYS Services. MCRs for child care and youth sports are determined separately and may not be combined. MCRs are not applied to Hourly Care, SKIES *Unlimited* fees, or School Age occasional user fees. Non-payment within 5 days will result in a late fee of \$10.00 per child. If payment has not been made by close of business the last working day of the month, the child care space will be considered abandoned. Passes for all family members will be suspended. Patrons will have an outstanding balance due on their account and CYSS will initiate collection procedures.

## **FEE ADJUSTMENTS FOR FINANCIAL HARDSHIP WAIVER:**

Garrison Commander (GC) may temporarily adjust fees up to 20% for individual Families based on financial hardship or other special circumstances on a case-by-case basis. GCs will not delegate this authority lower than the Director, Family & Morale, Welfare and Recreation (DMWR).

Requests for a child care fee reduction based on financial hardship must be reviewed by an Army Community Service (ACS) Financial Counselor or a certified financial professional external to CYS Services. The reviewer must provide a recommendation to the approving authority. Financial hardship reductions must be re-evaluated and approved at least every six months. Families whose child care fees are 25 percent or more of their TFI will be informed at the time of registration that they are eligible to request a financial hardship waiver.

## **FULL DAY & PART DAY FEES:**

Full and part day fees are the same every payment regardless of days missed due to illness or holidays. (See childcare leave policy.) It is the patrons' commitment to the center that your child will attend daily, and it is our guarantee that a space will be available for your child. Operating costs of the program are not eliminated when a particular child is absent. There will be no refunds for days absent.

## **LEAVE/VACATION POLICY (COST-FREE DAYS):**

Leave/Vacation Fee Options are available only in CDC Programs.

Cost free leave days that are not taken are not refundable and do not accumulate from year to year. Families must select either a 2 or 4-week Leave/Vacation fee option for each child as part of their annual registration. The option selection cannot be changed until the next annual registration. (Families who choose the 4-week Leave/Vacation fee option will pay a higher monthly fee than Families who choose the 2-week fee option since fees are annualized). Vacation must be taken in a *minimum* of one week increments (i.e., 5 day time blocks: Monday – Friday). The child care space is reserved for the Family until the child returns. Families must provide advance notice to take leave/vacation.

Sponsors are given a two( 2) week or a four(4) week vacation option with corresponding fees at the time of registration and annually thereafter at re-registration.

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## **PART-DAY PRESCHOOL FEES:**

A deposit is required at the time of registration to ensure your child's enrollment in the preschool program. The fees for preschool are actually an annual program fee, but for your convenience payments have been evenly distributed each month during the preschool year.

## **DEPOSITS:**

When you initially enroll a child in a full-day or part -day program, you will be required to pay a 10% deposit to secure your child's placement. These deposits are non-refundable, but are deducted from your first month's fees.

## **HOURLY CARE FEES:**

Hourly care fees are currently \$4.00 per hour.

Payment for hourly care is due at the time of pick-up. Failure to make the payment will result in termination of availability of child care services. Reservations can be made up to 2 weeks in advance. Same day or walk-ins may be accepted on a space available basis. To make reservations or cancellations, call the hourly care site or program for further information. A reservation must be cancelled at least two hours before the reserved time or a \$4.00 fee will be assessed as a "no show."

## **LATE PICK UP FEES:**

Child care centers, hourly care and school age centers charge a late pick-up fee after a program closes. The late pick-up fee is \$1.00 per minute or a maximum of \$15.00 per family at each CYSS program site.

## **FOOD & NUTRITION GUIDELINES:**

All CYSS programs participate in the US Department of Agriculture Child and Adult Care Food Program (USDA CACFP). Participation in this program ensures that meals and snacks provided, meet national nutritional standards. CYSS programs are also monitored by an IMCOM USDA Technology Specialist. The CYSS receives reimbursement through USDA for all meals and snacks which meet the standards. This reimbursement helps to keep the costs of CYSS programs at an affordable level for parents. All menus are approved by a dietician prior to serving.

SAS and YS menus will be tailored to youth tastes, allowing for the appetites of older children/youth.

Meal times and menus will be posted for parent information. USDA meals and snacks are served to all children in attendance at meal times. Costs for meals and snacks are included in all childcare program fees.

Please inform your child's teacher if your child has or develop any food allergies. Medically prescribed diets, as ordered by a physician, will be supported within program capabilities. This will be determined by the Special Needs Accommodation and Placement (SNAP) Team before placement.

Family style meals and snacks are served to children in the CDC and FCC programs. Children participate in all phases of the meal service from setting the table to cleaning up. Staff



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encourages children to serve themselves at least a taste of all food items to participate in conversation at the table. Good manners are encouraged and modeled by classroom staff.

### **HEALTH POLICY:**

CYSS programs are designed to care for healthy children. Parents should arrange for alternate care in the event of illness. The Outreach Services Director may be able to provide assistance in locating alternate care.

### **ILLNESS CRITERIA FOR DENIAL OF SERVICE:**

Children or youth that appear to be ill may be denied admission based upon the following symptoms:

- Temperature in excess of 100.5 °F axillary for children under 3 months of age and in excess of 101°F axillary for children over 3 months of age
- Persistent coughing (lasting more than one week) or a cough that interferes with activity.
- Severe diarrhea – 3 loose, watery stools (not contained by diaper) or any loose stool that contains blood, pus or mucous or is accompanied by fever.
- Vomiting – any episode accompanied by fever, not feeling well, diarrhea, the inability to participate in activities.
- Conjunctivitis (Pinkeye) – Red, water or puffy appearance of eyes with yellow or green discharge.
- Ringworm – flat, spreading ring-shaped lesions.
- Chicken Pox – crops of small blisters that become cloudy and crusted in two to four days.
- Impetigo – red, oozing erosions, capped with a golden yellow crust.
- Scabies – crusty, wavy ridges and tunnels in the webs of fingers, hands, wrists and trunk.
- Culture proven Strep infections that have not been under treatment for at least 24 hours.
- Symptoms of other contagious diseases such as measles, mumps, hepatitis or Strep infections.
- Head lice – whitish-gray clots attached to hair shafts.
- Pinworm infestation.
- Inability to participate in routine program activities.

Please notify the program director if your child or youth has been exposed to or diagnosed with a contagious disease. All parents enrolled in the program will be notified if their child has been exposed to a contagious illness. Children who become ill while in care and are unable to participate will be placed in the isolation area located across from the director's office. A staff member will remain with the child until a parent or guardian arrives to pick the child up.

**If notified to pick-up, the parent or parent designee MUST pick up the child within 1 hour and arrange for appropriate follow-up. Child will be placed in isolation area (outside of classroom) with staff member, until picked up. Failure to provide current phone number for parents and emergency contacts and/or failure of parents to arrange for pick up within 1 hour may result in exclusion from the program for a length of time to be determined by the Director or Coordinator.**

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## **MINOR HEALTH PROBLEMS:**

Minor injuries will be treated as needed, e.g., washing, band-aid or ice-pack. Parents will be notified in writing of the injury at the time of pick-up.

## **MEDICAL EMERGENCIES:**

Children who develop conditions requiring immediate medical treatment – if the parents cannot be reached immediately - will be taken to a hospital by ambulance. A representative from CYSS will accompany the child to the hospital and continue stay with the child until a parent arrives. CYSS personnel will contact the parents who **MUST** meet the child at the hospital. Conditions that require immediate medical care, but are not limited to the following:

- Convulsions
- Marked difficulty in breathing
- Unconsciousness
- Laceration (either significant in size or amount of bleeding)
- Injury to an extremity with obvious deformity
- Head trauma associated with vomiting or altered consciousness.

## **READMISSIONS FOLLOWING ILLNESS:**

Children may be readmitted after treatment has begun, the contagious stage of the illness has passed as defined by the installation Health SOP, and the child is physically able to function in the program setting. Children may return to programs only if they are well enough to participate in usual daily activities and the following conditions exist:

- Fever has been absent for 24 hours without the use of fever-reducing medication
- Nausea, vomiting or diarrhea has subsided for 24 hours
- The appropriate number of doses of antibiotics has been given over a 24-hr period for known strep or other bacterial infections and the physician has approved readmission
- Chickenpox lesions are crusted, usually 5-6 days from onset
- Scabies are under treatment
- Lice are under treatment and show no evidence of nits or live lice
- Pinworms have been under treatment for 24 hours
- Ringworm lesions are healed or covered
- Lesions from impetigo are not longer weeping
- Conjunctivitis (pink eye) has diminished to the point where there is no longer a discharge from the eyes
- The child has completed the contagious stages of the illness
- The child does not require additional CYSS staff to care for him/her
- Children still in diapers with positive cultures for salmonella will not be readmitted until two stool cultures at least 24 hours apart are negative.
- Older children (toilet trained) shedding salmonella may be readmitted providing there is strict adherence to hand washing policies by care providers and children following use of the toilet.

\*NOTE: Time frames (i.e. 24 hours) start at the time the child is picked up from care.

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## **PARENT INVOLVEMENT AND VOLUNTEERS:**

Parents are considered an integral part of CYSS and are encouraged to participate in many aspects of the Programs:

- Observe your child/youth in the program setting. **Parents are always welcome in their child's program at anytime.**
- Have daily contact with your child's teacher or FCC provider.
- Serve as a CYSS volunteer.
- Enroll in the Parent Participation Program.
- Attend special programs offered in CYSS programs.
- Participate in parent conferences, surveys and educational workshops.

## **PARENT CONFERENCES:**

Parents and teachers meet together during, parent conferences, to review progress and evidence of the child's growth and development. Information is shared with Families on a daily basis, in person as well as telephonically. Semi-annual conferences are held during the year. During this time children, Families and their primary teacher discuss developmental progress.

## **INFORMATION CENTER:**

An information center is located in each CYSS facility. A monthly calendar, Parent Handbook, food menus, room schedules and other pertinent information are also available.

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

Parents can provide input concerning administrative policies and developmental programming by participating in FAB. CYSS has a FAB that consists of Program Administrators, parents, management staff, and caregivers/providers and meets quarterly. Contact your program's director for additional information if you are interested in participating in the FAB.

## **PARENT PARTICIPATION VOLUNTEERS:**

As parents, you have been responsible for the early teaching of your child. Although your child is involved in a CYSS program, you are still the most important teacher in your child's life. Below are some ways you can help your child and share your expertise with other children in the programs and receive valuable monthly discounts or you can check with your program director for more Parent Participation activities:

- Read stories
- Help with art/craft projects
- Help children start collections and share collections that you have started
- Promote good health and safety habits
- Share Family activity ideas and experiences
- Share special talents with children

The Parent Participation Program offers discounts based on participation points. 10 points equal 10% off your CDC or SAS fees. Contact your program's director if you would like to participate/enroll in CYSS's Parent Participation program.

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## **INFANT POLICY:**

Infants are always placed in separate cribs except during fire evacuations. Infants should sleep on their backs, in accordance with Preventive Medicine recommendations. Doctors and nurses now believe that fewer babies will die of sudden Infant Death Syndrome (SIDS) if they sleep on their backs. Most babies should sleep on their backs; however a few babies have health conditions requiring them to sleep on their tummies.

If an infant has a medical condition that prevents the “back to sleep” position, the parent will need to provide a physician’s written, signed instructions for appropriate sleep positions. The Infant Sleep Position Agreement and any exceptions will be attached to the infant’s registration paperwork and provided to the center or FCC provider. Centers will maintain the signed agreement in the infant’s room and in the central registration file. Infant formula brands not used by the CDCs or FCC providers and disposable diapers are provided by the parent. Diapers are changed as necessary according to the health standards that must be maintained. The parent will supply the CDC with an adequate number of diapers and a change of clothing and pre-moistened disposable towelettes (if desired). If cloth diapers are required, parents will provide diapers, which must have an absorbent inner lining completely contained within an outer covering made of waterproof materials. Parents will also supply a tightly covered receptacle, a clean plastic liner for the receptacle daily and an adequate supply of plastic bags (for soiled diaper). Parents should notify the director and caregiver of any special needs (prescribed medicines, etc.) pertaining to diapering. Diaper changing information will be filled out on a daily basis by caregivers on the Daily Infant Care Record (as applicable). Diaper ointments and rash treatments will be administered in accordance with Administration of Medication and Basic Care Items policy.

## **HOME ALONE POLICY:**

Age Requirements: 3 yrs or younger require direct supervision; 4-6 yr olds must have immediate supervision (within eyesight or hearing distance of child); 7-9 yr olds must have monitored supervision (can explore playgrounds and yards); 10-11 yr olds may not be unattended for more than two hours; 12-14 yr olds may not be left alone overnight or for more than three hours without an adult checking on them either telephonically or in person; 15-17 yr olds can be left alone for up to six hours during the day or evening hours but not overnight. For all ages, there must be an emergency plan in place with access to an adult in the case of an emergency.

FULL TEXT OF SUPERVISION POLICY IS AVAILABLE AT ALL CYSS FACILITIES AND THE MWR WEB PAGE:

[hamiltinmwr.com](http://hamiltinmwr.com)

## **RIGHTS & RESPONSIBILITIES**

### **CHILDREN’S RIGHTS INCLUDE:**

To be respected; to have a choice of activities; to have a safe and reliable environment; to have equipment in working order with all pieces; to express their creativity; to express emotions in an appropriate manner and to have staff members that care and enjoy them.

### **PARENT’S RIGHTS INCLUDE:**

To be respected; to visit the site at any time; to know their child is safe; to voice concerns about the programs or activities; to know how their child is behaving, ill or injured; to know about field trips and to have open communication with directors and the CYSS Chief.

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## **STAFF'S RIGHTS INCLUDE:**

To be respected by children, parents and other staff; to give input into the program; to express their creativity and to have a safe, comfortable work environment. In the event of an issue staff are encouraged to follow their chain of command beginning with their first line supervisor. All appeals will be addressed by the commander or designee.

## **CHILDREN'S RESPONSIBILITIES INCLUDE:**

Taking care of equipment; cleaning up after themselves; sharing equipment with others; keeping their hands to themselves; using appropriate language and being responsible for all personal belongings.

## **PARENT'S RESPONSIBILITIES INCLUDE:**

Signing their child in and out; picking their child up on time; treating staff with respect; paying their fees on time; bringing their concerns to the staff; notifying staff of pickup changes; knowing about changes in policy; informing staff of child's illness and keeping child's records up-to-date.

## **STAFF'S RESPONSIBILITIES INCLUDE:**

Treating children and parents with respect; providing a safe, warm environment; providing a variety of interesting activities; keeping parents informed; keeping accurate records and being a positive role model for the children.

## **CHILDREN WITH SPECIAL NEEDS**

### **ADMISSION CRITERIA FOR CHILDREN/YOUTH WITH SPECIAL NEEDS:**

Child/Youth services will be provided for child/youth with special needs when the need of the particular child/youth can be reasonably accommodated.

However, child/youth placement will not occur if resources that enable the child/youth to function successfully within CYSS programs are not available. Special Needs Care is determined on a case-by-case basis. Parents are responsible for informing the Parent Central clerk of any special needs, health conditions, and medications or services their child/youth may be receiving. Parents must complete an Army CYS Health Screening Tool at CYSS Outreach Services Central Enrollment Registry.

Additional CYSS forms and health provider documentation may be required based on the child or youth's need. CYSS services will not be authorized before the SNAP teams review.

### **Multidisciplinary Inclusion Assessment Team (MIAT):**

A MIAT includes an appointment with a multidisciplinary team of professionals who meet with parents to determine and make the final decision on the safest, least restrictive and most appropriate placement for children and youth in CYSS programs. The team will address the placement of the child/youth with consideration of developmentally appropriate environments, adult/child ratios, group size, health and safety requirements and any necessary program adaptations.

The developmental, physical, emotional and chronological age of the child will be considered when determining placement. The developmental age of the child, based upon medical evaluation, may be used for determining placement instead of the chronological age in some

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situations. The MIAT team consists of the installation Exceptional Family Member Program (EFMP) manager, CYSS Chief or representative, CYSS Outreach Services Director, Army Public Health Nurse (APHN), parent/guardian and may include CYSS program directors and other installation representatives, as appropriate. The purpose of the MIAT is to work with the parent as a communication link with all agencies and serve as an advocate for the child, making recommendations for appropriate placement within the CYSS programs and conduct an annual periodic review of the child/youth individual care plans or as requested by CYSS. The team meets on a regular basis and may convene on an as-needed basis for emergencies.

### **DOCUMENTATION (AS APPLICABLE FOR INDIVIDUAL CHILD) REQUIRED FOR MIAT:**

- ✓ Medical documentation – To be updated as necessary
- ✓ Allergy Medical Action Plan- To be updated annually
- ✓ Asthma Medical Action Plan-to be updated annually
- ✓ Diabetes Medical Action Plan-to be updated annually
- ✓ Seizure Medical Action Plan-To be updated annually
- ✓ Respiratory Medical Action Plan-To be updated annually -
- ✓ Special Diet Statement-to be updated as necessary
- ✓ IFSP (birth to 3 years of age)
- ✓ IDP/IEP
- ✓ 504 Plan
- ✓ Positive Behavior Intervention Plan

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

If required, when you enroll your child at Parent Central for a CYSS program, you will receive a medical action plan (MAP) form. The parents will need their child's medical provider to complete the MAP, stating the specific needs of the child (e.g., physical or mental limitations, degree of mobility, requirements for continual medications, present degree of control of disorder, developmental level, special equipment in use and /or recommended, food allergy substitutions, appropriateness of attendance at CYSS facilities, other considerations as indicated). This form must be completed by a licensed medical provider and the parent will deliver the form to CER, building 404 Sterling Avenue. The APHN will review the MAP form and contact the EFMP office. The EFMP office will set up a SNAP meeting for those children requiring review by the team.

**MAP must be in place before program start date and updated annually.**

### **STAFF QUALIFICATONS AND TRAINING:**

Employment eligibility requirements for CYSS staff vary with the level of each position. The minimum qualifications for an entry level teacher is to be 18 years of age, have a high school diploma or equivalent, be able to speak, read and write English and be able to lift 40 pounds. All teachers must complete a minimum of eight orientation training units prior to working with children or youth. They are also required to have 16 clock hours supervised work experience with the children/ youth and an assigned experienced mentor/teacher prior to their first official duty assignment.

Following initial training, each employee is required to complete a minimum of 2 hours of training per month and to complete the 13 Army CYSS training modules within 18 months of initial employment.



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Everyone directly working with children is encouraged to earn the Child Development Associate Credential, Military School-Age Credential, Army Youth Practicum or Family Child Care Certification, which are part of a nationally recognized system of continuing education sponsored by the National Academy of Early Childhood Programs, The National School Age Care Association and the National Association of Family Child Care providers respectively. CYSS support staff, to include cooks, clerks, trainers and management personnel, have a prescribed training agenda tailored to meet the requirements of their positions. The overall program goal of quality service to children & youth cannot be met without trained teachers and support staff. There are many people in our centers involved in providing comprehensive care for your children. We like to think of our staff members as part of one team, one family of people interested in all the children & youth's welfare. In order to function as a team, we routinely share information about children/youth, families and program content with each other. The information is shared in an effort to provide a consistent and individualized program for each child and family. However, confidentiality of children's records is maintained. CYSS emphasizes a multi-disciplinary team approach to childcare. Personnel meet to discuss the program and children in order to be certain that the best service is provided for each child. We want to include parents in the planning, too. Please get to know the staff and become involved through parent meetings and conferences, our Advisory Boards and other program activities.

## **TOUCH POLICY:**

The installation CYSS touch policy is applicable to all CYSS settings. The policy has been coordinated with Army Community Services (ACS), the Family Advocacy Program Manager (FAPM), Department of Social Work (DSW) and Staff Judge Advocate (SJA). All CYSS personnel will review and sign the policy during orientation training and annually thereafter. The policy is available in written form for CYSS parents. The CYSS Touch Policy addresses appropriate versus inappropriate touching.

## **APPROPRIATE TOUCH INVOLVES:**

- ✓ Recognition that physical contact is an important part of nurturing and guiding children/youth
- ✓ Adult respect for personal privacy and personal space of children/youth
- ✓ Having the permission of the child/youth to be touched as well as an advance description of the nature of 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 during a temper tantrum, assisting child/youth after an injury).
- ✓ Role modeling of appropriate touch by teaching staff and always being part of an open interaction (not taking place in secret)

## **EXAMPLES OF APPROPRIATE TOUCH ARE:**

- ✓ Hugs and holding hands (ages ten and under) and lap sitting (ages six and under only) as expressions of affection to build self-esteem or when the child needs to be comforted
- ✓ Hugs that are spontaneous during competitions or initiated by the child/youth
- ✓ Reassuring touch on the shoulder to show approval or provide support
- ✓ Naptime back rubs to relax a tense child (kindergarten age and younger only)
- ✓ Diapering

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- ✓ Assistance in toileting for young children when child cannot cope on his/her own
- ✓ Assistance for application of basic care items – sunscreen (ages six and under), diaper ointment

When helping a child/youth with a disability participate in an activity or with toileting or dressing, maintain a professional, sensitive, matter-of-fact manner. This communicates acceptance of and respect for the disabled child/youth.

### **INAPPROPRIATE TOUCH MAY INVOLVE ANY OR ALL OF THE FOLLOWING:**

- Coercion (physical or emotional) or other forms of exploitation of the child/youth's lack of knowledge
- Disregard for the safety and well being of the child/youth
- Failure to respect the child/youth's right to personal privacy and space or to refuse touch from an adult
- Satisfaction of adult needs at the expense of the child/youth
- Violation of laws against sexual contact between adults and children/youth
- Attempts to change child/youth's behavior with adult physical force (often applied in anger)
- Reinforcement with children/youth of the concept of "striking out" to respond to a problem
- Patting on the buttocks – even if meant for approval

### **EXAMPLES OF INAPPROPRIATE TOUCH ARE:**

- Forceful holding of a child in a chair or squeezing a child's hand with sufficient force to cause pain as a way to change behavior
- Forced good-bye kisses
- Corporal punishment (spanking)

**Lorraine Brown-CYSS CHIEF**  
137 C Poly Place 718-630-4475

**Lisa Sheehan-OUTREACH SERVICES & CENTRAL REGISTRATION**  
Bldg 404 Sterling Drive 718-630-4805

**Judith Jeremie- CHILD DEVELOPMENT CENTER**  
218 Marshall Drive 718-630-4079



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**Eileen Mora- FAMILY CHILDCARE PROGRAM**

218 Marshall Drive 718-630-4525

**Sarah Ibanez- SCHOOL AGE CENTER**

Bldg 412 Sterling Loop 718-630-4518

**Sarah Ibanez- MIDDLE SCHOOL/TEEN PROGRAM**

Bldg 412 Sterling Loop 718-630-4123

**Lisa Sheehan- SCHOOL LIAISON OFFICE (SLO)**

137 C Poly Place 718-630-4805

**Joel Williams- SPORTS & FITNESS DEPARTMENT**

Bldg 412 Sterling Loop 718-630-4713

**Melissa Williams- SKIES INSTRUCTIONAL PROGRAM OFFICE**

404 Sterling Drive 718-630-4479

**\*\*IMPORTANT NOTICE\*\***

ALL INFORMATION IN THIS HANDBOOK IS SUBJECT TO CHANGE.

FOR THE MOST CURRENT INFORMATION, CONTACT PARENT CENTRAL REGISTRY AT  
630-4812