

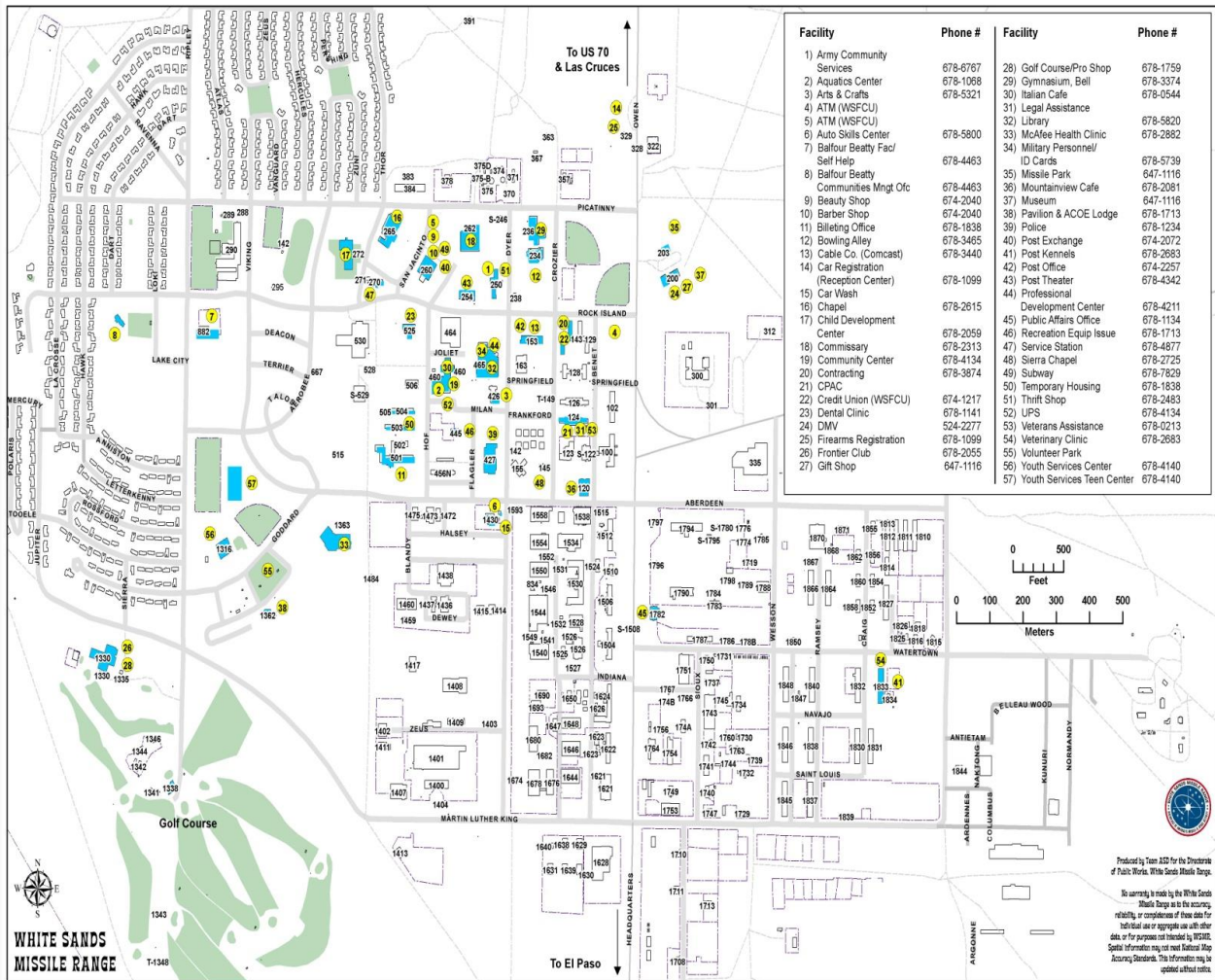
SY 2016-2017



UNITED STATES ARMY
CHILD & YOUTH SERVICES
PARENT HANDBOOK

WHITE SANDS MISSILE RANGE
NEW MEXICO





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VISION

Child & Youth Services programs are dedicated to providing:

- Seamless delivery systems for child/youth enrolled in Child & Youth Services Family Childcare Homes and Child Development Centers.
- Predictable services.
- Safe, health family friendly environments
- Accountability for Army, Community, Child & Youth Services Services 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”

GOALS

Availability: Provide adequate program capacity and services with the right mix of age groups and spaces to support employment, deployment, health and fitness, youth development, instructional programs and school transition/education.

Affordability: Operate efficiently within Army resource guidance. Establish fees that consider Army Family budgets and meet Army financial goals so that the Child & Youth Services Program is affordable to both the Army and the Army Family.

Quality: To support the growth and developmental needs of every child/youth, regardless of age or program enrollment, in a safe and healthy environment, with trained and caring adult staff, volunteers and contactors.

Accountability: To safeguard the Army’s resources by efficient management oversight, good fiscal stewardship, reducing waste and protecting assets of programs and services to Soldiers and their Families.

PHILOSOPHY

Child & 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 environment 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

MISSION

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

PARENT CENTRAL SERVICES

Building 501, 2nd Floor

(575) 678-2441

Office Hours: Mon, Tue, Wed, Fri 0700-1630

Thursday 0700-1730

Please call for before & after hours appointments.

The first step to using Child & Youth Services programs is to register with Child & Youth Services Parent Central Services. Initial registration takes approximately 30 - 45 minutes. Registrations are valid for one year and must be updated annually.

The following information is required to complete the registration process for all Child & Youth Services programs:

- ✓ DoD ID Card (Military, Civilian DoD Contractor assigned to installation, Reservist/National Guard (active duty on orders) to verify eligibility.
- ✓ Parent(s) home and work information (including addresses, home and work phone numbers, unit, organization, business names, and e-mail addresses)
- ✓ Sponsor's and spouse's/partner's (i.e. LES, Pay Voucher, W-2, Schedule C (IRS Return), Letter from employer if spouse has not worked one full month) proof of income. If no proof of income is provided, the household will be placed in the highest fee category.
- ✓ Complete immunization records for all children 5th grade and younger
- ✓ Local emergency & child release designees (minimum of two emergency contacts are required to include name and home and/or cell phone numbers)
- ✓ Copy of Family Care Plan Short-Term Release Designees from DA Form 5305-R (required for single and dual military families)

Completion of the following documents is also required:

- ✓ Child & Youth Services Health Assessment/Sports Physical (must be completed and signed by a health care professional within 30 days of your registration for each child)
- ✓ Program Agreement
- ✓ DoD Child Care Fee Application
- ✓ Child & Youth Services Special Needs Screening Tool #1 (used to determine if Special Needs Accommodation Process must be completed before beginning Child & Youth Services Programs)
- ✓ USDA Income Eligibility Form (all children and students who attend must register)

PLEASE NOTE: A completed registration packet and current immunization records must be on file for children 4 weeks – 5th grade before using any Child & Youth Services program. Services will be denied to children with expired health assessments, missing immunizations, and/or expired registrations.

ELIGIBILITY

Children and youth from 4 weeks to 18 years of age of active duty and retired military, Department of Defense (DoD) employees, and civilian contractor employees who live or work on White Sands Missile Range (WSMR) are eligible to participate in Child & Youth Services programs. 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 the Army program. Call Parent Central Services to find out if you qualify for services. Priority placement has been established by DoD as follows:

- Single and Dual Active Military
- Active Duty Military with a full time working or full-time student spouse
- Single DoD Civilian
- DoD Civilian with full time working spouse
- Active Duty Military with a full-time volunteer or currently unemployed spouse
- DoD Contractors

CONFIDENTIALITY

Information gathered at time of registration is necessary to document eligibility, family background, sponsor consent for access to emergency medical care, to include data required to set fees, and enroll in the USDA Food program. Information is provided to attending physicians when necessary for child to be taken to medical facility by someone other than a parent. Information on immunizations and medical problems will be used for program admission screening procedures. Family income data will be used to determine rate structures. Disclosure of family income is not required; however failure to do so will result in fees set at the highest rate. Family income information is only maintained at Parent Central Services. Access to a child's file is limited to management, administrative staff required to maintain files, and staff directly providing care for the child. Formal and informal developmental assessments are completed on each child. Program management, trainers and staff directly providing care for the child will have access to the assessment results. Results are used to ensure daily activities meet the needs of each individual child.

WAITLIST

The CDC, Family Child Care (FCC) and SAC programs effectively manage internal transitions of children and maintain ongoing communication with Parent Central Services staff to promote expeditious filling of child care vacancies. Requests for care may be initiated by the parent/guardian, a relocation sponsor or a friend, unit representative, or other agent working on behalf of the family.

Waiting List Priorities:

a. Priority Level 1 – The highest priority for full-time care shall be given to qualifying parents that are combat related wounded warriors, child development program direct care staff, single or dual active duty Military Service members, single or dual DoD civilian employees and surviving spouses of military members who died from a combat related incident, all employed outside the home.

b. Priority Level 2 – The second priority for full-time care shall be given to the aforementioned eligible patrons where a non-working spouse is actively seeking employment.

c. Priority Level 3 – The third priority for full-time care shall be given to the aforementioned eligible patrons where a non-working spouse is enrolled full time in an accredited post-secondary institution.

d. Space Available - Any qualifying families requesting care after meeting the needs of parents 1, 2, and 3.

FEES & PAYMENTS

Child & Youth Services fees are established annually by the Department of Defense (DoD) and are based on Total Family Income (TFI). Parents must provide a Leave and Earnings Statement (LES) or pay check stub, when completing the fee application during the registration process. Families that fail to show proof of TFI are charged Category 9 fees. If the required documents are provided at a later date, the TFI Category is adjusted accordingly and new fees are effective from that date. TFI category is adjusted when a) the unemployed spouse finds paid employment; b) there is a documented reduction in TFI (e.g. change from full time to part time, furlough, etc.); c) a financial hardship waiver is granted to change the TFI; d) a TFI calculation error places families in a higher TFI category. Parent Fees are adjusted when: a) The Family moves to a new TFI Category (e.g. during re-registration or when an unemployed spouse finds employment); 2) Children transition between programs with different fees, e.g., full day care to kindergarten, Full Day to Part Day, After School to Summer Camp, Child Development Center to Family Child Care, etc.; 3) Army Fee Policy directs a fee change; 4) A Financial Hardship Waiver is approved; 5) The Family relocates to another installation with different fees. Fees are subject to change in accordance with the Army established implementation dates. Fees will not be adjusted and/ or changed more than once annually in accordance with Army established implementation dates.

Payments

- All monthly fees are due in advance and payable on the 1st and 15th of each month.
- *SKIESUnlimited* instructional class fees, Youth Sports fees and Camp fees must be paid

in full prior to attendance. If full payment for SKIES *Unlimited* Instructional Classes, Camps, and Youth Sports is not received by the advance cut-off date specified, the child/youth will be removed from the roster and the vacant space will be offered to the next child.

- Hourly care must be paid in full on the day of service provided. Hourly patrons with an unpaid balance (for hourly care and/or no-show fees) will be denied use of hourly services until the outstanding bill has been paid in full.

Initial Enrollment/Holding Fee

Initial fee payment reserves the child's space in the program, is non-refundable and paid in advance of the child's start date. The initial payment will equal 10% of the monthly payment rounded to the nearest even dollar amount and will be credited to the first month's payment. Initial Fee Payment refunds are only authorized for Families who must withdraw prior to the start date due to deployment, PCS move, extended TDY, or Family emergencies.

Late/Non-Payment of Fees

A one-time \$10.00 per child late payment fee will be assessed on the 6th business day of each missed billing cycle. Full payment (to include late payment fees) must be received by the last working day of the month or services will be terminated and an action to garnish due fees from the sponsor's wages will be initiated if full payment is not received prior to the start of the 3rd semi-monthly billing cycle, unless a command approved financial hardship waiver is requested and approved. Parent Participation Program credits cannot be applied to delinquent accounts or late fees.

Refunds

Refunds are not authorized for:

- Child absences two weeks or less.
- Child & Youth Services short term program closures due to inclement weather (3 days or less), staff training (no more than 2 days per year provided patrons are provided with advanced notification and alternate options for child care when needed), or special installation circumstance as determined by the Garrison Commander.
- Withdrawal from a SKIES *Unlimited* Instructional Class
- Unused Leave/Vacation credit.

Refunds are authorized for:

- Program closures for repair or renovation and an alternate care setting is not provided
- Unexpected prolonged (over 2 weeks with Garrison Commander's approval) child absence due to Family emergency or extended illnesses.
- Other extenuating circumstances (Garrison Commanders' decision)
- Withdrawal from a Youth Sport occurring before the midseason of the sport.

NOTE: Garrison Commander may refund or credit fees on a case by case basis for individual families with special circumstances when the child will not be in the program for a period of time and the fee has already been paid or when a program is closed for special circumstances. The refund must not have a significant financial impact on the program.

Program Withdrawal

A **two-week written notice** is required when changing enrollment or withdrawing your child from a full- or part-day, before and/or after school programs, and SKIES*Unlimited* classes that are continuously billed. Accounts will continue to be billed if no written notice is submitted two weeks prior to the withdrawal date and parents will be required to pay for the two weeks following the withdrawal.

Multiple Child Discounts

A 15% standard Army-wide Multiple Child Reduction (MCR) is applied when more than one child is enrolled in regularly scheduled child care programs or Youth Sports offered by Child & Youth Services. MCR's for child care and Youth Sports are determined separately and may not be combined. MCR's are not applied to Contractor employees assigned to TFI Category 9, Hourly Care Services, SKIES*Unlimited* fees, or School Age Care occasional user fees.

- Center Based Programs: The full fee is charged for the child enrolled in the most expensive care option. All other children receive the MCR.
- Family Child Care (FCC): The full fee is charged for the child enrolled in the most expensive FCC care option. All other children receive the MCR.
- FCC and Center Based Programs: When a child is enrolled in a FCC home and a second child is enrolled in a facility-based program (e.g. CDC), the MCR is applied to the child in the facility based program.
- Seasonal Youth Sports: The MCR is applied when more than one child is enrolled in any Youth Sports during the same season.

Late Pick Up Fees

CDC and SAC will charge a late pick-up fee of \$1.00 per minute up to 15 minutes per family per site is charged after 1800 hours. If the child is picked up after 1815 hours, \$5.00 is charged per child per site for the remainder of the hour. All late fees are due and payable when you pick up your child/ren. In the event your child is left past 1830 hours, and the emergency designee cannot be reached, the DoD WSMR Police will be called to take your child. Please call Child & Youth Services if an emergency arises and you will be late. Child & Youth Services personnel will assist you in finding alternative child care.

Vacation Credits

Child & Youth Services offers either two or four week vacation/leave option per registration year for each child enrolled in Child Development Center and Family Child Care programs to include full day care, Part day Preschool, and other regularly scheduled Part Day Care services. The option selection must be done at time of registration and cannot be changed until the next registration. If you choose the 4-week leave/vacation fee option your monthly fees will be higher than for families who choose the 2-week increments. An advance **written** notice of at least **two weeks** is required to take leave/vacation. Vacation must be used in increments of five consecutive days (i.e., 5 day time blocks: Monday – Friday).

Financial Assistance

The Garrison Commander may temporarily adjust fees for individual families based on financial hardships or other special circumstances on a case-by-case basis. Fee adjustments for Financial Hardship do not apply to Hourly Care, Youth Sports or SKIES*Unlimited* Instructional Classes. Requests for a child care fee reduction based on financial hardship will be reviewed by the Army Community Service (ACS) Financial Counselor. The Reviewer will then provide a recommendation to the approving authority. Financial hardship reductions must be re-evaluated

and approved at least every six months. The ACS Financial Counselor may be reached at 575-678-2306. The State of New Mexico Children, Youth and Families Bureau, (575-373-6600) also provides assistance for families experiencing financial hardships.

Child Care Tax Credit

The Child & Youth Services Tax ID number is 75-136-0092. Use this number when filing your taxes for credit. Family Child Care Tax Id number could be your provider's social security number if they do not have a business license number. The Office of Children and Youth, Military Community and Family Policy (MC&FP), Office of the Secretary of Defense (OSD), is required to notify you of the tax value of the child care subsidy for your installation-based child development program, this serves as your notification regarding the Third Party Administrator (TPA), through ASI, Works Inc, who has been contracted to administer the Department of Defense (DOD) civilian child care subsidy program. Please complete the online parent enrollment form at <http://dodcivilianchildcaresubsidy.com>

TOTAL ARMY STRONG

Total Army Strong is a continued commitment to soldiers, families, and civilians. It sustains a system of programs and services to mitigate the unique demands of military life, foster life skills, strengthen resilience and promote a strong and ready Army. Families who have a soldier who is deployed, a member of a Rear Detachment, a Wounded Warrior, a Fallen Warrior, or on TCS, TDY, PCS (unaccompanied tour) may qualify for special child care options under the Deployment Support Services. Contact Parent Central Services for available discounts.

THOMAS J.P. JONES CHILD DEVELOPMENT CENTER

Building 272
(575) 678-2059
Operating hours Mon-Fri 0600-1800



Welcome to the Thomas J.P. Jones Child Development Center (CDC). Parents are encouraged to take a few minutes to talk to your child's Program Assistant and drop in occasionally during the day to observe how your child interacts with the staff and other children. We also encourage parents to volunteer in their child's classroom. Parent involvement is one of the most important parts of a successful experience with child care.

Your child, no matter his or her age, will have the opportunity to make new friends, participate in fun and educational activities, and enhance their growing experience.

We understand that all children develop differently. Our teachers and program assistants develop lesson plans and curriculums based on the individual child's needs.

Children dine in a family style setting in each individual classroom. All meals are provided; we serve breakfast, lunch and an afternoon snack. The children are encouraged to help set the tables and serve themselves. We promote self-help skills.

We urge parents to make suggestions that will improve the care and operation of the CDC. Many of our current services originated as parent suggestions. Thank you for helping us to serve your children and you better.

The CDC offers quality care for children 6 weeks through 5 years (prior to school enrollment). The following child care options are available:

Full Day Care

The CDC offers quality developmental care for children 6 weeks thru 5 years. Children are grouped within developmental age activity rooms, and participate in field trips both on and off post, such as bowling, swimming, and musical performances. Weekly curriculums are the foundation for program planning and are posted on the classroom bulletin board each week with a newsletter being sent home monthly.

Hourly Care

Hourly care meets the need of parents requiring short term care on an intermittent basis. Hourly care can be used for up to 25 hours a week. It may not be used as a substitute for program enrollment. Your Child & Youth Services registration must be complete, including up-to-date immunizations, and current health assessments, in order to make hourly care reservations, to include reservations for FRG meetings, Kids on Site, and any other function. Reservations must be made a minimum of 24 hours in advance but can be made as far as 30 days in advance. Cancellation of reservations is required. To make a reservation, registered parents may call 678-2059 with the name and age of child, and date and time care is required. You may also make, change, or cancel your hourly care reservation on our website at <https://webtrac.mwr.army.mil/webtrac/whitesandscyms.html>. **Hourly care charges must be paid in advance or in full on the day service is provided.**

Strong Beginnings

Building foundations for learning! The Strong Beginnings Program is designed to help children develop required skills and have a smooth transition into Kindergarten. The children explore different Learning Stations in a classroom environment which include Language & Reading, Mathematics, Science, Computers, Social Studies and the Arts. They use Pre-K activity sheets as well as do hands on activities. In order to qualify for the program, your child must turn 5 years old prior to September 1st.

Part Day/Part Time Care

The CDC also offers a Part Time Program which operates 4-5 hours per day, 5 days a week. In addition they offer the following Part Day Preschool/Toddler Child Care Options: 1) 3 hours/5 days per week; 2) 3 hours/3 days per week; or 3) 3 hours/2 days per week. Days and hours of care needed will be set at time of registration. Any changes to the set schedule will require a **two week advance written notice**.

ALAN A. NORD SCHOOL AGE CENTER



School Age Care (Bldg. 1316)
(575) 678-4140

During the School Year

Monday – Friday
0600-0800 hrs.
1445-1800 hrs.

Out of School Hours

(i.e. In-service Days, Breaks, etc.)
0600-1800 hrs.

NOTE: OPERATIONAL HOURS ARE SUBJECT TO CHANGE FOR SPECIAL EVENTS OR MISSION REQUIREMENTS

Welcome to the Alan A. Nord School Age Center. Children who are in Kindergarten through 5th grades are enrolled in the SAC program.

School Age Care (SAC) offers a variety of well-rounded safe, fun and educational activities for children. These activities include Boys and Girls Club activities, 4-H projects, field trips, outrageous outdoor games, science and nature, music and drama, international and multi-cultural activities. Activities are planned in advance and outlined on a monthly activity calendar and Child & Youth Services web site that families can use for home-time discussions and planning. SAC indoor environment meets the needs of children with all types of interests.

Before and After School

This program is provided for children attending Kinder - 5th grade. Children are offered breakfast in the morning and have the opportunity to do organized art projects, board games and gym activities. The children are bused in the morning from the SAC program to the school. In the afternoon the children are walked or bused from school to the SAC program. Children get to enjoy a wide range of activities before and after school. During the school year, children eat lunch at school. Full day care is provided during school in-service days and school holidays which includes meals and snacks (except Federal Holidays) at no additional cost.

Before School

Before school care is available to children/youth of *all grades* for a minimal cost. **Occasional User Care is available during school in-service days.** In the morning, children are offered breakfast and have the opportunity to do organized art projects, board games or gym activities.

After School

After school care is available for children attending Kinder-5th grade classes. Children are either walked or bused from school to the SAC program. Children get to enjoy a wide range of activities to include assistance with their homework, art, dramatic play, gym time and Technology Lab. During the school year, youth eat lunch at the school.

Summer Camps

During the Las Cruces Public Schools summer break children/youth can enjoy sports, arts & crafts, high adventure, technology and fun educational camps in a safe, structured and entertaining environment. Weekly camps allow you to plan for family vacations and summer visitors. Campers are provided a daily USDA lunch and snack.

Hourly Care

Children not enrolled in any before and/or after school care receive four free hours per month per child of Open Recreation/Hourly Care used in one hour increments. Open Recreation Hours may not be accumulated from month to month or used in lieu of parent fees for children enrolled in regularly scheduled before and/or after school or summer programs. An hourly care fee of \$4.00 per hour is charged for occasional users attending SAC five or fewer hours per week. Hourly Care reservations may only be made in 30 minute or one hour increments and may not exceed five hours per week.

Occasional User Care

A daily fee of \$30 is charged for occasional users attending SAC more than four hours a day on an out-of-school day. A daily fee of \$16 is charged for occasional users attending SAC four or fewer hours per day. Occasional users may be charged a separate fee for field trips, special activities and extended hours that are normally included in the regularly scheduled semi-monthly fee. The multi-child discount does not apply to occasional users.

MIDDLE SCHOOL & TEEN



Youth Services
Bldg. 1318
(575) 678-7859
1530-2000 - Monday-Thursday
1530-2200 – Friday-Saturday
1400-2200 – Saturdays

Youth Services opens at 1300 on school-out days
Occasional User Care on out-of-school days/Summer Camps Hours – 0630-1300

MST programs provide youth with the opportunity to explore their values, beliefs and place in this world, as well as get assistance with school and employment issues. MST programs offer a schedule that provides youth with leisure-time activities in a fun environment that develops social skills, provides opportunities for interaction with adults and peers and promotes personal growth. The Boys & Girls Club of America (BGCA) is an intricate part of program planning for the MST program. Activities include skill building classes, recreational trips, educational tours, individual and group lessons, camping, challenging experiences, open recreation and special events.

The MST Program is offered at no charge after 1300 hours for students in grades 6th through 12th. However, youth must be registered with Child & Youth Services in order to participate in this program.

MST Reserved Care Reservation Program

Middle School/Teens (MST) youth participate in an open recreation program, which means they are allowed to enter and depart the facility without a parent/designee. Child & Youth Services does offer Reserved Care for youth. There is no charge for this program. The Reserved Care Program allows for parents to designate what time their child should arrive at the MST Program after school, what time they can leave and by what means. Parents will be notified if their child does not arrive by the specified time and also when the child leaves the MST program. Parents should notify the facility if their child will not be attending. If you would like to register for this program please see the MST Director or MST Administrative staff for more information.

Before School Care

Before school care is available at SAC, bldg. 1316, to all grades at SAC at the Before School Only rate. For more information please contact Parent Central Services at 678-2441.

Summer Camps

During the Las Cruces Public Schools summer break youth can enjoy sports, arts & crafts, high adventure, technology and fun educational camps in a safe, structured and entertaining environment. Weekly camps allow you to plan for family vacations and summer visitors. Campers are provided a daily USDA lunch and snack.

Occasional Users may attend routine MS/T Camp outings on a space available basis, and may be charged fees to cover expenses.

FAMILY CHILD CARE



Building 501, Aberdeen Ave. 2nd Floor

(575) 678-7093
Office hours 0730-1600

Family Child Care (FCC) providers offer small group care in a family environment for children 4 weeks to 12 years of age. It is important that parents establish a good relationship with FCC providers. Ask questions and provide all the information needed about your child and family so that the FCC Provider can have the information needed to provide quality care. FCC homes are certified when training, background clearance, fire, safety and health inspections are passed. On-going trainings and inspections help maintain quality child care in each home. Parents must be registered with Child & Youth Services to use the FCC program.

Parents may view FCC providers' programs from the ArmyFCC online web-site. Access may be obtained by contacting the FCC office at 678-7093. Parents take a virtual tour of the homes by reading the profile containing information and pictures on the provider, their family, indoor, outdoor, dining and quiet areas.

The FCC program offers flexible scheduling and accommodates military duty hours.

Drop off and Pick up

Children will be released to parents, guardians, or designated adults listed on the registration form unless prior notice is given by the parent or guardian. Children may not be released to siblings or another child under the age of 13. No parent may be denied access to their child or the right to pick up their child from an FCC home unless a copy of the custody agreement or court restraining order that relinquished such parental right is on file in the FCC provider's file. The FCC office will also have a copy of this order on file.

Fees

FCC Fees are based on the published Fee Policy Requirements for the Operation of Army Child & Youth Programs. Please call the FCC Director at 678-7093 for more information.

Unauthorized Home Child Care

Providing child care in your own government quarters without FCC certification is a violation of Army Regulation 608-10. To report an unauthorized home, call the FCC office at 678-2059.

SCHOOL LIAISON OFFICE

**Bridging the gap between families,
schools, community and
White Sands Missile Range Command**

Building 501, Second Floor
(575) 678-7093
Office hours 0730-1600

Please call to schedule early morning and late afternoon appointments.



White Sands Elementary & Middle School



Onate High School

The School Liaison Officer works in conjunction with WSMR Child & Youth Services and the Las Cruces Public Schools to address educational issues involving military children. Through partnering with the local and military community, the School Liaison Officer can help with the full range of K-12 schools (public, private, & home school), and also with college and trade school information. For more information regarding the School Liaison Office, please call (575) 678-7093.

SPORTS & FITNESS

The WSMR Child & Youth Services goal is to emphasize fun and fundamentals of sports while de-emphasizing winning. This program offers recreational sports leagues that are inclusive of all youth who want to learn the fundamentals of the game and have fun. A variety of sports games and fitness opportunities are offered to children and youth throughout the year. Sports registrations are taken at Parent Central Services in bldg. 501, 2nd floor, (575) 678-7090.

Proper Sports Environment

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 rules of the sport to enable them to participate safely.

Health Assessments/Sport Physicals

Children/youth must have a copy of a current health assessment/sports physical on file when enrolling in a sport. Health assessments/sports physicals are valid for one year from initial date and must be valid for the duration of the sports season.

Individual Sports

Individual Sports Offered: Swim Team, Wrestling, Junior Olympic Archery Development Program, Cheerleading. Other Individual Sports are offered depending on community interest (i.e. tennis, bowling, golf etc.)

Team Sports

Team Sports Offered: Soccer, Basketball, Baseball, T-ball, and Volleyball. Other team sports are offered depending on community interest (i.e. flag football etc.)

Coaches

Coaches are trained and certified through the National Alliance for Youth Sports (NAYS). The NAYS organization is the nations leading youth sports educator and its volunteer coaches training program has been utilized by more than 3 million volunteer coaches worldwide.

- Volunteer head coaches receive the following Youth Sports discounts:
 - Enrollment of all of their children in any Category A or B sport at no cost

- Assistant coaches receive the following Youth Sport discounts:
 - Enrollment of one child at not cost in any Category A or B sport.
 - Subsequent children receive a 15% fee reduction in any Category A or B sport.

NOTE: Youth Sports Coach Fee Reductions apply only to the coach's own children during the same season they volunteer to coach.

Parents' Role

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. Parents are required to be present for all practices and games.

SKIES *Unlimited*

Schools of Knowledge, Inspiration, Exploration & Skills

SKIES *Unlimited* is the framework for the Army's Child & Youth Services instructional program. It encompasses the four services 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.

For more information on the WSMR Child & Youth Services SKIES *Unlimited* Program, available classes, and registration or if you are interested in sharing your talents and skills with the youth of WSMR, please call (575) 678-2708.

Check www.wsmrcyss.com for a list of current classes or call (575) 678-2441.

OUTREACH SERVICES

Building 501, First Floor
(575) 678-2441
Office hours 0700-1630

Teen/Adult Post Babysitting Referral List: Child & Youth Services provides training for youth ages 13-18 and adults who are interested in babysitting on post. A list of current youth/adult babysitters can be picked up at the Parent Central Office or the CDC. Child & Youth Services provides only the training and acts as a voluntary agent for this program. Child & Youth Services does not take responsibility for any services that babysitters may provide.

Resource and Referral Service: Information about child care options at other installations is available. Contact the Parent Central Services for assistance in contacting your new installation about child care availability.

I'm Alone Training: The imAlone Program offers tools for Youth & Parents to determine together when Youth are ready to stay "home alone". The im Alone Program can help youth increase their personal safety skills, demonstrate "responsibility" and other positive character traits, recognize and handle emergencies, identify a family & friends support system, prepare nutritious snacks, and practice good decision making skills.

Kids on Site (KOS): These services are designed to provide quality on-site child care for organization's regularly scheduled or occasional functions. Child care is provided by CDC Program Assistants.

Adult Volunteers: A two hour orientation is offered to adult persons who wish to volunteer in Child & Youth Services programs. Background clearances must be completed. Qualified volunteers are welcome in the children's activity rooms to enrich the program. Parents volunteering do not earn parent participation credits.

Youth Volunteer Program: The Promise Passport Volunteer Program is designed to promote a volunteer spirit and service attitude in the youth at WSMR. All Child & Youth Services Youth Volunteers must be currently registered with Child & Youth Services. Youth in grades 6th - 12th may volunteer in CDC programs after undergoing a complete background check with favorable results and completing an orientation class. Placement is based on a student's individual availability and skills. Youth receive recognition during National Volunteer Week. Youth can also volunteer through participation in Child & Youth Services programs such as Torch Club, Keystone Club, 4-H and 5th Grade Club.

Youth Sponsorship Program: The Youth Sponsorship program welcomes incoming youth to WSMR and Child & Youth Services. When a new youth registers with Child & Youth Services, he or she will receive information about the various programs we offer. New members are also encouraged to attend our Youth Services Center Bash the third Thursday of each month to meet and be greeted by our youth sponsors.

VENTUREPOINT PROGRAM

The Family and Morale, Welfare & Recreation Command (FMWRC), Child & Youth Services Space Partnership Program (SPP) was created between Child & Youth Services, Business Operations and Community Recreation, in support of the Total Army Strong and as part of the Soldier Family Action Plan (SFAP). This partnership was dubbed Venturepoint and was created to enhance Morale, Welfare & Recreation's (MWR) teamwork Army-wide and streamline the allocation and utilization of resources by identifying new ways to share funding, facility space and staff expertise.



The HIRED! Apprenticeship Program is a workforce-preparation and apprenticeship enterprise designed to meet the employment and career-exploration needs of Army teens 15-18 years of

age. HIRED! Apprenticeship Terms consist of four twelve-week terms repeated annually. Participants 15-18 years of age are able to participate in a maximum of two terms per year for three consecutive years. Within each twelve-week term, apprentices are expected to work a minimum of fifteen hours in a seven day period while concurrently participating in HIRED! Workforce-Preparation and Secondary Education Exploration Workshops. HIRED! Workforce-Preparation Workshops are provided by the HIRED! Program Coordinator or the HIRED! MWR Placement Site. There are also other incentives to this program which are available for 17 and 18 year olds who attend Ocate High School. HIRED and EXCEL have created a partnership to increase opportunity for youth. Youth can participate in this program their Junior or Senior year and earn high school credit as well as gain experience and trainings to better equip them with the skills needed in secondary education as well as the workforce.

For more information on the WSMR Child & Youth Services HIRED! Program please call (575) 678-7859.

PARENT INFORMATION

Absences

Parents are asked to contact the CDC, SAC or MST program (if enrolled in the Reserved Care Program) as soon as possible if their child/youth will be absent due to illness, vacation, early release from school or other planned absence and does not require care that day.

Adult/Child Ratios

Infants	6 weeks – 12 months	1 Program Assistant per 4
Pre-Toddlers	12 months – 24 months	1 Program Assistant per 5
Toddlers	24 month – 36 months	1 Program Assistant per 7
Pre-School	3-5 year olds	1 Program Assistant per 10
School Age	6-18 year olds	1 Program Assistant per 15
School Age	Kinders – 5 th Grade	1 Program Assistant per 12
Youth	6 th – 12 th Grade	1 Program Assistant per 15

Alcohol and Tobacco Policy

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

Smoking, including electric cigarettes, is not permitted in any Child & Youth Services building or program. This policy extends to Youth Sports fields and to field trips away from the site.

Birthday Parties

Child & Youth Services recognizes how special birthdays are to children and parents. We want to help make this day special for your child. If you let your child's teacher know in advance, you can celebrate your child's birthday in the class with his/her friends. Store bought food may be brought into the classroom as long as it is in its original container. We ask that you do not plan activities that only involve a few children and reward only one child. Your child's Program Assistant can give you some ideas for your child's special day.

Biting

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

Bullying

U.S. Army Garrisons and Schools are committed to making our facilities, homes and community safe, caring, and welcoming places for all who enter our doors, particularly our children/youth. For this reason, Child & Youth Services has a zero tolerance for acts of bullying or disrespect towards children/youth or staff. We treat each other with respect. Our community and centers define respect as follows: Treat others, *regardless of age or position*, with the same level of respect and dignity you wish to be treated with.

Child & Youth Services defines bullying as follows: A mean and one-sided activity intended to harm where those doing the bullying get pleasure from the intended target's pain and/or misery. Bullying can be verbal, physical, and/or relational to the target's race, ethnicity, religion, gender (including sexual orientation), physical, or mental attribute. It includes all forms of hazing and cyber bullying and can be and often is continuous and repeated over time. However, once is enough to constitute bullying.

Bullying (on post as well as off post), including all forms of cyber bullying, can impact the targeted individual's feeling of safety and create an intimidating, hostile or offensive environment. The Child & Youth Services Coordinator or Facility Director will immediately address such actions for the well-being and safety of all children/youth and the community.

Classroom Animals

Some of the classrooms in the Child & Youth Services facilities have animal friends for the children's enjoyment and expanded learning experiences. Animals may include guinea pigs, hamsters, hedgehogs, birds and fish. If your child is allergic to any of these animals, please inform us when you are registering so that your child will not be placed in those rooms.

Clothing

Please bring your child to the Child & Youth Services facilities in "play clothes" so that your child will feel free to participate in our many activities (painting, playing in the sand, water play, etc.). For health and safety reasons, all children who are pulling up or standing must wear socks with sturdy, closed-toe shoes with a full back and non-slip tread (i.e., tennis shoe). No open-toe shoes are allowed in Child Development Center and School Age Care Programs. A flexible-soled shoe, rather than a stiff rigid leather-soled shoe is recommended by most professionals for proper walking development. Shoes must fasten firmly (e.g., straps or ties). For children in the CDC, we do recommend that a change of clothing (labeled and placed in a bag) be brought in for use in case of an accident. Label your entire child's sweaters, coats, hats, etc., with first and last names so that they may be easily identified.

Curriculum and Programming

Early Childhood Programs (Infant – 5 years):

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

Curriculum focuses on purposeful play facilitated by highly intentional teaching practices. It is a child-centered approach that offers and guides children to choices that enhance their development. This is accomplished by providing a stimulating environment, introduction to new experiences, conversations with adults to broaden thinking skills and opportunities to be creative.

The foundation of our early childhood program is built around loving, caring, warm, and consistent primary caregivers. Programs and routines are consistent so that children's expectations and predilections about adults and the environment are consistent. The staff's feedback to parents and children reflects acceptance of differing values. Children are active learners who learn through hands-on experiences. The curriculum provides learning through active involvement. Activities offered use and strengthen tactile (including smell, taste, touch), auditory, visual, creative, and motor skills. From these activities, children gain increased ability to imagine, resulting in increased learning. These activities inspire confidence and competence, which builds self-esteem. Children need to be respected and feel successful because of their own accomplishments.

When planning daily activities, the special interests of children are considered and the lesson plans are frequently adjusted accordingly. The level of difficulty is increased as children are involved with the materials and develop skills. Adults are prepared to meet the needs of children who exhibit skills outside the normal developmental range.

Activities provided promote both group cooperation and independence. Children are free to choose activities and self-help opportunities are provided daily. "Hands-On" activities provide children with opportunities to manipulate objects and discover relationships through direct experience and explorations using their senses. Content areas (e.g., math, science, social studies) are presented through integrated, meaningful activities such as block building, sand and water play, food experiences, and dramatic play.

In addition to the Creative Curriculum, our Early Childhood Programs use Character Counts Curriculum to instill positive character traits and Smart Start curriculum for motor development. Character traits are constantly modeled and taught and provide fun and meaningful ways for children to become part of a positive family community.

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

Infants

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

Toddlers

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

Strong Beginnings

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

- Language & Literacy
- Mathematics
- Science
- Social Studies
- The Arts
- Technology
- Start Smart Motor Development

Curriculum Parent Input

Special occasions such as holidays are celebrated in Child & Youth Services programs and we would like to include your family's traditions and celebrations into our curriculum. Please share some of your special occasions with your child's program assistant.

Child & Youth Services Web-Site

This handbook is a valuable source of information. The Child & Youth Services website provides additional information that is constantly updated to keep you current on Child & Youth Services events and other events at WSMR. It also provides a link to our webtrac website <https://webtrac.mwr.army.mil/webtrac/whitesandscyms.html> where you are able to sign up for activities, pay your bill, reprint receipts, make, change, or cancel hourly care reservations, and more.

Daily Arrivals/Departures

Arrivals: Upon entering the Child & Youth Services facility, parents/designated representative will swipe their child into the Child Youth Management System (CYMS) at the front desk before proceeding to their child's classroom. Under no circumstance will the parent/designated representative move beyond the front desk without first swiping in. After swiping in at the front desk, the parent/designated representative may proceed to the classroom. Upon entering the

classroom, the parent/ designated representative will sign the child in, annotating his/her name, date, time and signature. School age children may be swiped in by their parent/designated representative or the child/youth will key their personal identification number (PIN) into CYMS and the parent/designated representative will then sign the child/youth in, as above. Middle School/Teens (MST) youth participate in an open recreation program, which means they are allowed to enter and depart the facility without a parent/designated representative.

MSTs will swipe their key fob or enter their PIN and sign in before they may participate in the Child & Youth Services program. In FCC homes, parent must sign children in and out each day. Please provide accurate phone numbers where you can be reached in the event of an emergency that day. Parents remain responsible for the safety and guidance of their children until they are greeted by the caregiver.

Departures: At the end of the day, please allow your child enough time to clean up before leaving. Putting play things away teaches responsibility. Also sign out at the appropriate locations. Look for special notes in your child's cubby or at the parent area at the front desk.

Release of Children: Children will not be released to anyone other than those authorized by the parent and indicated on the registration card. When choosing a release designee remember that children cannot be released to anyone under the age of 13. Remind all release designees to carry a picture I.D. with them in order to verify who they are when they arrive at the facility. It is the parent's responsibility to inform Child & Youth Services if someone other than those indicated on the registration card will be picking up your child. This must be in writing. When children will be picked up at school by parents or someone other than Child & Youth Services personnel, Child & Youth Services must be notified so they can delete your child's name from the bus list for that day. Continued failure to notify Child & Youth Services could result in a loss of bus transportation services for your child. A child will not be released to a parent that appears to be inebriated or under the influence of any substance that might impair judgment or reasonability. The child will be retained until an alternate approved driver is notified and can pick up the child. If an alternate is not readily available, the child will be retained and DoD Police will be called to intervene in the situation.

Diapers

Diapering and Toileting procedures are followed according to the "Caring For Our Children (CFOC): National Health and Safety Standards (CFOC 3.2.1.4). Only disposable diapers with absorbent material may be used in Child & Youth Services facilities unless your child has a medical reason that does not permit the use of disposable diapers (such as allergic reactions). When your child cannot wear disposable diapers due to medical reasons, the reason must be documented by your child's physician.

Discipline / Suspension Policy

Child & Youth Services policies are based upon an understanding of the individual need and behaviors of children at varying developmental levels. Simple, understandable rules are implemented so that expectation and limitation are clearly defined. Parents are asked to reinforce these rules with their child and work as a team with Child & Youth Services staff and FCC providers when problems arise. Discipline is constructive in nature, including such methods as:

1. Diversion/Redirection
2. Separation of child from situation
3. Praise for appropriate behavior

Children/youth **will not** be punished by:

1. Spanking, pinching, shaking or other corporal punishment
2. Isolation for long periods of time
3. Confinement in closets, boxes or similar places
4. Binding to restrain movement of mouth or limb
5. Humiliation or verbal abuse
6. Deprivation of meals, snacks, outdoor play opportunities or other program components (Short term restriction on the use of specific play materials and equipment or participation in a specific activity is permissible). Children/youth **will not be** punished for lapses in toilet training or refusing food.

Children/youth engaging in persistent displays of inappropriate behavior will be documented on an incident/accident report and discussed with the parent to establish an intervention program. Parents will be contacted and asked to remove their child/youth if the child/youth becomes unruly, uncontrollable, or if his/her conduct is such that it interferes with or harms other children/youth and/or staff (i.e. biting, scratching, fighting, pushing, and running off) and does not respond to adult authority. No refunds will be granted as a result of a suspension or removal.

The privilege of using the program may be denied to a child/youth who cannot, or will not, adapt to a group care situation. The suspension procedure for a child/youth from a Child & Youth Services program is as follows:

- The Facility Director will be notified by staff, in writing and orally, of incidents involving the child/youth.
- The parent will be notified of incidents involving unacceptable behavior when scanning/signing the child/youth out (i.e., injury to other children/youth, staff or the child/youth).
- The Facility Director will notify the parents, telephonically and/or in writing, that further misbehavior may necessitate suspension or permanent removal of their child/youth from the program.
- In the event of suspension, the number of days the child/youth will be required to be out of the program will be determined on a case-by-case basis. Fees will not be reduced.
- The decision to remove a child/youth from a program will take place only after all alternatives have been explored and tested.
- The Child & Youth Services Coordinator will determine removal at the request of the Facility Director.

Positive Guidance/Conflict Resolution: We want all children/youth to have an enjoyable and positive time during our program hours. In case of conflicts between children/youth, the child/youth will be encouraged, with the help of a staff member, to use conflict resolution. At no time should a child/youth strike another child/youth. The director or designee will talk with parents of the child/youth that are experiencing some difficulty in the program.

Extreme Behavioral Problems

Behavior patterns unacceptable for group care or youth activities can develop for a variety of reasons. Regardless of the origin, such behaviors cannot be allowed to continue in an environment where other children, youth, or adults may be physically or emotionally harmed. Children who behave in any of the following manners may need to have a temporary or permanent alternative child care/youth activities arrangement: *Physical Aggression*, including but not limited to hitting, slapping, spitting, biting, punching, kicking, or inappropriate touching with the intent to inflict injury or discomfort.

Verbal or Emotional Abuse, including but not limited to cursing, derogatory or demeaning language, or bullying.

Disruptive Behavior, including but not limited to running or wandering away from the group, inability or refusal to participate in activities, or repeated refusal to follow rules.

In the event a child (ren) or youth exhibits behavior creating an unsafe environment, it is the parent(s)/guardian(s)' responsibility to pick up the child(ren) or youth within one hour of notification and keep them out for the remainder of that day.

When a staff member or FCC provider observes a pattern of unacceptable behavior, parents/guardians will be contacted and invited to be part of a multi-disciplinary risk assessment team, that will also include Child & Youth Services and other specialists who will meet to discuss observations, evaluate behavior, and work together to establish a behavior modification plan in a joint effort to decrease or eliminate the concerning behavior(s) and monitor progress.

As part of this process, the parent/guardian(s) must schedule an evaluation through the Child & Family Assistance Center or equivalent Behavioral Health Specialist. Remember, parents play a vital role in providing insight and feedback to Child & Youth Services management and in supporting our shared mission of providing the highest quality care and environment possible. Discipline is a team effort and a strong working relationship between Families and the Child & Youth Services Team is welcome and encouraged. We all want children and youth to be happy, healthy, and successful!

Youth Dismissal: A youth may be dismissed at any time from the program when the safety of other children or staff has been put at risk. YSC staff are required to notify parents upon suspension of a youth.

School Suspension: If a child is suspended from school the suspension period will also be in effect for all Child & Youth Services activities. The student may return to Child & Youth Services activities when they have completed their school suspension.

Emergency Closings, Inclement Weather and Evacuations Procedures

In the unlikely event that a Child & Youth Services facility would have to close unexpectedly, for actual fire, bomb threat, terrorists or severe weather, we have a contingency plan to move the children to one of two safe locations. Notices will be posted on the building and you will be contacted personally identifying the location where you can pick up your child.

Family Care Plan

Per Department of the Army Directive, all active duty dual and single military sponsors with a child(ren) enrolled in CYS shall provide a copy of their Family Care Plan (FCP), in accordance with DoD Instruction 6060.02. Current FCP's are required within 30 days of registration and re-registration. Failure to provide a copy of the FCP may result in termination or suspension of child care services.

Field Trips

Field trips offer a unique opportunity for children and youth to explore and experience the culture and communities of this area.

All on and off post field trips will require a permission slip be signed by a parent. The permission slip will outline destination, departure and arrival time, and any special instructions. Parents are

always welcome to join the group on any field trip if there is space available.

While the preferred mode of travel is walking, inclement weather and distance sometimes necessitates the use of government vehicles. Our safe passenger rules must be adhered to at all times. Seat belts must be worn at all times. The bus will not move until everyone is buckled up. A minimum of two staff member will accompany the youth on all field trips.

Off Post: Popular off post field trip destinations have included the White Sands National Monument, Pumpkin Patch and Corn Maze, Farm & Ranch Museum, Insights Museum, Space Hall of Fame, Old Mesilla, Fort Seldon, Natural History Museum and the New Mexico State University campus.

On Post: On post field trips are taken often. These may include but are not limited to the bowling center, swimming pool, gym, museum, Missile Park, and to and from school.

Home Alone Policy

Children are our most important resource and most profound responsibility. In order to safeguard their welfare and security, WSMR has established minimum guidelines for the care and supervision of our children. This policy applies to all military personnel assigned to and/or residing on WSMR and civilian employees who reside on the installation who have dependent children. A copy of the Garrison Commander's Policy Letter on ***Supervision of Children and Curfew*** is available at Parent Central Services.

Lost and Found

All Child & Youth Services facilities maintain a lost and found. If your child/youth misplaces something while at a program site, please contact the program director for assistance in locating the missing item. In some cases, we have been able to use the video surveillance system, if available, to track an item. Items added to the lost and found are donated to a charity if not claimed within 3 months. If you lose something at a Child & Youth Services hosted event and would like to know if it has been turned in, please contact Parent Central Services at 678-2441. All items turned in are brought to the Parent Central Services Office at bldg. 501, 2nd floor.

Motor Vehicle Policy

Children are not authorized to be left unattended inside a motor vehicle. Some situations may make it impractical or unsafe to not leave Children in a vehicle such as when changing a flat tire along the highway or when putting fuel in a vehicle at a station. In these situations do not leave keys in the ignition or vehicle. Do not leave the vehicle running and do not allow Children access to the ignition key. The parent must be able to observe the Children at all times and be able to react if the Child tries to get out of the vehicle or has some other health or safety need. The parent will not be out of the car for longer than necessary. Non-compliance or lack of appropriate supervision of Children is considered neglect and/or inappropriate conduct. FAP and WSMR Police investigators will be consulted for appropriate processing and/or referral to the applicable State CYFD or local law enforcement agency.

Children are not to be left unattended inside a motor vehicle while picking up/dropping off siblings at any CYS program or event.

Nap/Quiet Time

Children enrolled in our full day and hourly care programs have a rest period after lunch. Those children who need a nap may go to sleep; those who do not may play quietly, read a book or play with a puzzle. Infants are allowed to sleep on their own schedules.

Open Door Policy

All Child & Youth Services programs have an open door policy. This policy has been established to encourage involvement in your child's program and to support your responsibility as parents to ensure safe care is being provided for your child. You are encouraged to spend time in your child's program and get to know your child's Program Assistants/FCC Providers. Parents should make it a point to visit the Child & Youth Services programs at different times of the day or any time the need arises.

Orientation to the Programs for Families

All parents are required to take an orientation tour prior to enrolling their children in our program. Orientations are scheduled by a Parent Central Services staff at time of registration. This tour is especially valuable when children accompany their parents. The children can become familiar with the building and have any of their questions answered.

Outdoor Activities

Children need fresh air and sunshine every day. Outdoor experiences provide children with opportunities for exploring, exercising large muscles, being noisy, and experiencing science, nature and weather. In order to ensure their health and safety during outdoor play/sports activities, we ask that you ensure your child is dressed appropriately for the weather and active involvement in outdoor activities. 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.

Parent Communication

Communication is one of the keys to building a successful relationship. Child & Youth Services provides a variety of avenues to keep parents informed such as daily verbal feedback, newsletters, special events, e-mail, and website.

A Child & Youth Services Director or Lead Program Assistants are always available to talk with parents. Two-way communication will help us get to know your child's likes and dislikes, interests and talents which will lead to more positive experiences during your child's time spent in our program. Parents are encouraged to make themselves at home in the program; drop-in anytime and know you are always welcome. This is your program — it belongs to you and your children. The Child & Youth Services staff is here to create the best possible support and care for your family. Two-way professional courtesy is also vital to building successful relationships. We strive for consistency and professionalism in our relationship with families. Should issues occur that program assistant staff and parents cannot resolve, management is always available for assistance. Management will take appropriate action when necessary for staff behaviors and parent are reminded of their equal responsibility to remain calm and courteous.

Personal Belongings

Please make sure all coats, clothes, blankets, bags, backpacks, etc. are marked with your child's first and last name. Over the years we have seen that many children can have identical items, so labeling makes it easier for both the Child & Youth Services staff to identify these items and return them to your child. Any personal property brought in by children is the responsibility of the child/youth. Child & Youth Services staff is not responsible for personal property of children and youth. Children and youth are highly discouraged from bringing expensive items to Child & Youth Services facilities to include MP3 players, iPods, cell phones, etc. or they may check them in at the front desk for safekeeping. **THIS HOWEVER MAKES US NOW RESPONSIBLE FOR THE ITEM** However, we do encourage you to bring a nap time "cuddly" for your child, especially if it is already a part of your child's routine. With prior arrangement with the Lead Program Assistant, it

is permissible to bring appropriate books and CD's which can be shared during group time or "Show and Tell".

Photography

Photographs are taken by the staff of Child & Youth Services and the Missile Ranger throughout the year. Photos may be published in the Missile Ranger, on FMWR web-site and other marketing materials. We will use the permission form from your registration packet as permission for local use. If a picture with your child is being considered for use on the web-site or off post publishing, we will request a release be given to use the picture. If you have any questions or concerns about the use of photos, please call 678-2441.

Special Activities and Events

Each month a listing of the Child & Youth Services special activities are listed in the CDC Newsletter, the SAC and MST calendar and other flyers available at each of our Child & Youth Services facilities. Like us on facebook and always be up-to-date on all of our Child & Youth Services activities and events.

Staff Training

All Child & Youth Services care giving staff, FCC providers, volunteers and contractors undergo an initial training program prior to working with your child. Training includes CPR, First Aid, Administration of Medication, Child Abuse Recognition, Prevention and Reporting Developmental Programming and other classes that support quality care giving.

Toilet Training

When your child first develops an interest in using the toilet, speak with your primary caregiver. Toilet training should be a cooperative effort. We will do our best to support the patterns you are establishing at home as well as share some things that work well at the center.

Touch Policy/Standard of Conduct

Corporal punishment is not an acceptable form of discipline IAW AR 608-10. Child & Youth Services staff, FCC providers, contract employees, and volunteers will use appropriate discipline/guidance methods to teach children/youth acceptable social behavior.

Child & Youth Services employees and FCC providers will discipline in a consistent way, based on an understanding of individual needs and behaviors of children at various developmental levels. Simple, understandable rules will be established so that expectations and limitations are clearly defined. Discipline will be constructive in nature, including such methods as:

- Separation of the child from the situation by redirection;
- Praise of appropriate behaviors;
- Gentle physical restraint (such as holding) when the safety of a child or another person is a concern;
- "Time out" which requires separation of the child from all activities to help the child recover self-control. "Time out," or separation from the group, is not punishment and will not be used as a method of punishment. Such "time out" requires the staff member to stay close to the child and engage in calm conversation until the child has recovered.

A child will not be punished for lapses in toilet training or refusing food.

A child will not be punished by:

- Spanking, pinching, shaking, or other corporal punishment;
- Isolation
- Confinement in closets, boxes, or similar places;
- Binding to restrict the movement of mouth or limbs;
- Humiliation or verbal abuse;
- 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. Restrictions are permissible to ensure the safety of others or as part of the strategy to help the child learn self-control.

Appropriate touching involves:

- Recognitions of the importance of physical contact to nurturing guidance;
- Adult respect for personal privacy;
- Personal space of children and youth;
- Responses affecting the safety and well-being of the child, such as hand holding when crossing the street;
- Child & Youth Services staff, FCC/HOP providers, contract employees, and volunteers modeling appropriate touching like hugging, and hand holding.

Examples of appropriate touching may include:

- Hugs;
- Reassuring touches on the shoulder;
- Touches expressively appropriate to instruction, such as instances where hands-on guidance is needed. Examples may include swimming instruction, where one might require a steadying hand on the back; voice instruction, where one might require a hand placed about the diaphragm, or gymnastics instruction, where one might require steadying hands on the trunk of the body.
- To ensure the safety of children, which may include gentle restraint of a child during a temper tantrum;
- Diapering and assisting a child in proper toileting procedures may require that staff touch the genital areas of a child;
- If a child's genital area needs to be checked for reasons other than diapering or toileting, such as because of an injury or child's complaint, another staff member will be present as a witness. The incident must be documented, signed by the staff/adult/witness, and discussed with the child's parents by the Program Manager;
- Hugging, appropriate hand holding, rocking of infants, or assisting in physical activities relating to instruction will occur in normal interactions between staff and children. However, children's preferences for these types of contact will be considered;
- Whenever possible, the child will be asked before touching. 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," "I'm going to help you get dressed," or "I'm going to move you to a quiet area."

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;
- Physical contact that is in violation of the law and cultural norms.

Examples of inappropriate touching include:

- Corporal punishment;
- Forced good-bye hugs and kisses;
- Slapping, striking, pinching, prolonged tickling, fondling, molestation, or any physical contact, within reason, that the child or youth describes as making them feel uncomfortable;

All individuals who work with children and youth are mandated reporters. If they witness an event that a reasonable person would consider child abuse or neglect, they are required to report directly to the RPOC and will immediately do so. If an event occurs that a reasonable person would not consider child abuse or neglect, but is still a violation of this guidance, they must immediately verbally report it to their supervisor or other management staff and follow up in writing.

Transitioning

Children will be moved to older age classrooms when they are of the proper age and developmentally ready within the CDC. Children will move to the SAC and MST programs as determined by their grade. Parents will be contacted before the move to another classroom or program. The child will be introduced to the receiving staff and a gradual transition will begin. The child will make several visits to the new room or program to participate in the scheduled activities.

Enrollment into the SAC or MST programs is determined by school grade not age of children. Children/Youth in Kindergarten through 5th grades will be enrolled in the SAC program. Youth in 6th through 12th grades will be enrolled in the MST program. **Children will advance to the next program at the beginning of the next school year.**

Transportation

Child & Youth Services programs utilize government vehicles and trains our staff to safely operate them with the most precious cargo - children. Our safe passenger rules must be adhered to at all times. Seat belts must be worn at all times. The vehicle will not move until everyone is buckled up. Inside voices are to be used at all times. Eating, chewing gum and drinking are prohibited in the vehicles. No child will be transported to any Child & Youth Services activity (swimming, bowling, gym, field trip etc.) without a signed sponsor consent form.

Video Surveillance System

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

FOOD SERVICES PROGRAM

USDA Child & Adult Care Food Program

All eligible Child & Youth Services programs (Child Development Centers 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 Child & Youth Services programs not eligible for participation in the USDA CACFP such as our Middle School & Teen Program.

Menu Planning & Portion Sizes

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

Menu Posting and Meal Times

Dated menus are posted on the parent bulletin board in each facility or home and include any necessary substitutions. Additional copies are also available at the front desk of facilities. Meal times are established ensuring children do not go long periods without a meal or snack. Full day programs typically serve breakfast, lunch and an afternoon snack. Please become familiar with the meal times and ensure your child arrives on time to be included in the meal. Due to the large volume of care, we cannot hold meals for children arriving late or allow snacks to leave the facility for children departing early.

Special Diets

Child & Youth Services attempts to accommodate all children with special diets due to medical conditions and food allergies/intolerances. Special diet requirements due to medical conditions are required to be validated by a physician using the Special Diet Form and reviewed by the Army Public Health Nurse (APHN) prior to acceptance at the facility. Typical conditions such as lactose intolerance are easily accommodated while some conditions may require additional review by the Multi-Disciplinary Inclusion Action Team (MIAT) 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. "Intolerance" of foods does not include food preferences such as vegan meals or organic foods. Child & Youth Services programs do not have the capability to provide or prepare food based on preference.

Food for Infants Under 12 Months

Child & Youth Services encourages breast feeding for infants 12 months and under. Parents may bring in expressed breast milk and moms may visit the facility to breast feed if their schedule allows. Bottles provided from home should include the child's first and last name, date and time of preparation as well as contents (type of formula or breast milk) and include only the amount the infant typically consumes at one feeding. For those opting not to breast feed, our facilities

offer USDA approved iron fortified formula to include one soy based and one milk based option.

Parents will be asked to sign a statement upon enrollment indicating their preference for providing breast milk or other USDA approved formula or to accept the provided formula. All infants will be fed utilizing the Individual Infant Meal Record (*see Appendix 6*). This meal plan will be developed jointly between the caregiver and parent based on the infant's development. All baby food and formula is provided at no additional cost to parents.

Non-Discrimination

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

HEALTH POLICIES

Health Assessments/Sports Physicals

The Child & Youth Services program requires a Health Assessment/Sports Physical form completed by a physician to be on file for each child sixth (6th) grade and under. Failure to provide a physical, dated, stamped, and signed by a physician within 30 days of registration will result in denial of services. Parents of children attending the CDC and SAC will be able to review and resign their child's health assessment for another two years from the date of the initial health screening date if there has been no change in their child's health status. If there are any changes in the health of your child/youth or if you wish for your child to participate in any of our youth sports activities, a current medical examination is required by the child's/youth's medical provider. Children/youth with special needs must have a health assessment completed annually. The physical must identify your child's/youth's special need. If your child/youth has an identified special need he/she will be reviewed by the Multi-Disciplinary Inclusion Action Team (MIAT) in order to determine where your child will be placed for care and to inform the program staff/FCC Providers of what we need to do for your child/youth during his/her stay in our program.

Daily Admissions

In keeping up with health regulations and in fairness to the child and their peers, parents are required to keep a child home on any day when they have a fever, conjunctivitis (pink eye), upset digestive system or are in the incubation stage of a contagious disease.

Child & Youth Services staff are instructed to be observant for signs and symptoms of illness, specifically prior to each child's admission to the centers and/or FCC home on a daily basis. Children and youth who appear ill or show signs of fever will be closely screened and may be denied admission if any of the following symptoms exist:

- a) Auxiliary temperature of 100.5 degrees or above for infants less than 3 months of age or 101 degrees for children older than 3 months.
- b) Diarrhea and/or vomiting.

- c) Signs of pink eye, impetigo, chickenpox, ringworm, lice or undiagnosed rashes.
- d) Signs of any other contagious diseases such as measles, mumps, scarlet fever, or strep infections.
- e) Unusual rash.

Children who become ill during the day will be isolated from other children until the parents arrive. Parents are expected to respond as soon as possible, normally within one hour. Parents are required to notify us when their child has a communicable disease. We must notify all patrons, community health and take any precautionary measures to prevent further spreading of the disease.

RE-ADMISSION AFTER ILLNESS: Children sent home because of illness may be readmitted when all symptoms have been absent for 24 hours or has completed the contagious stage of an illness and is well enough to participate in daily activities. Any variation to this policy must be cleared in writing by a physician stating that the child may return to child care and is not contagious.

Illness Policy

Parents will be notified of any outbreak of a communicable disease. Parents are requested to notify Child & Youth Services if their child has contracted a communicable disease as soon as possible.

Illness criteria for denial of services:

Impetigo – Red oozing erosion capped with a golden yellow crust that appears stuck on. Child can return when lesions from impetigo are no longer weeping.

Scabies – Crusty wavy ridges and tunnels in the webs of fingers, hand, wrist and trunk. Child can return when Scabies are under treatment.

Ringworm – Flat, spreading ring-shaped lesions. Ringworm is not very contagious and not all contagious after the child has been on medication for 24-48 hours. Pediatric guidelines do not recommend the scalp be covered. It is unreasonable to exclude a child from care until the ringworm has disappeared. It sometimes takes weeks to recover fully.

Pinworm infestation – Sleeplessness, irritability, and itching of anal area especially at night. Staff may notice the child scratching the rectal area. Child can return when pinworm treatment has occurred for 24 hours.

Chicken Pox – Crops of small blisters on a red base that becomes cloudy and crusted in two to four days. In a Child & Youth Services facility a child can return when chicken pox lesions have become crusted over. In a FCC Home, the provider cannot care for other children until their child is no longer contagious.

Head lice/nits – Whitish-gray clot attached to hair shafts. Child can return when lice are under treatment and nits are gone.

Strep infections - Diagnosed with positive cultures that have not been under treatment at least 24 hours. Child can return when the appropriate number of doses of antibiotics has been given over a 24-hour period for known strep and other bacterial infections, the child's physician has

approved readmission and child does not require additional Child & Youth Services staff to care for him.

Conjunctivitis (pink eye) – Red watery eye(s) with thick yellowish (usually) discharge, puffy appearance. Conjunctivitis has diminished to the point that the eyes are no longer discharging, AND has been antibiotics for 48 hours. A doctor's note will NOT override this if the child is on antibiotics.

Persistent cough, severe diarrhea or vomiting - Severe diarrhea is diarrhea that is watery in consistency; or greater than 3 stools within 1 hour; or the stool contains pus or blood. Persistent cough is defined as a cough that has been present for 7 days and/or interferes with the child's activity. Persistent vomiting is defined as more than 3 episodes in one hour or where fevers or diarrhea coexists. Child can return when nausea, vomiting or diarrhea has subsided for 24 hours.

Symptoms of any other contagious diseases - such as measles, mumps, hepatitis and scarlet fever.

Please inform Child & Youth Services when your child will be absent due to illness or other reasons.

Immunization Requirements

If the vaccinations are not current, a catch-up immunization schedule will be initiated by the Pediatric Immunization Clinic and a written note from the physician must be kept on file.

Upon audit, if a child's immunization record is not up to date, parents will be notified, and will have 2 weeks to bring evidence of compliance. The child will not be allowed to return to any Child & Youth Services program until immunizations are up to date after this 2 week grace period.

A current copy of immunization records is required to complete registration and must be brought in with the completed registration forms. For a schedule of required immunizations contact Parent Central Services.

Children & Youth with Special Needs

The Child & Youth Services policy for care of children and youth with special needs is inclusion through reasonable accommodations. In all Child & Youth Services programs, children/ youth will be placed in a program that allows them to be with their peers and participate in age appropriate activities when possible. Placement will be based on the child's needs, the parent's requests, and availability in any program. Child & Youth Services is committed to meeting the needs of all registered children to the best of our ability and with reasonable accommodations. It is important that the Child & Youth Services staff know if your child has a special need so that we can better meet his or her needs. It is important that any type of special need be documented on the health assessment/sport physical forms and signed by the doctor. Additional forms may be required and will need to be completed and signed by a physician. These forms include asthma/allergy care plans, seizure care plans, and food substitution forms.

Parent Central Services in coordination with the Army Public Health Nurse (APHN) will review the Child & Youth Services Special Needs Screening Tool with any 'yes' answers to decide if a Multi-Disciplinary Inclusion Action Team (MIAT) meeting is required. A MIAT meeting may be required prior to starting care if the Child & Youth Services Special Needs Policy/APHN deems it necessary. The purpose of the MIAT is to help the Child & Youth Services staff best meet the

needs of all children. This includes reasonable programming accommodations and when necessary training of Child & Youth Services staff.

After the initial MIAT meeting, the care plan will be reviewed annually or if the child's condition or medication changes. For more information, or to schedule an MIAT appointment, call the Child & Youth Services Special Needs POC at 678-5670.

All children enrolled in the Exceptional Family Member (EFMP) Program must meet with the IA Team prior to participation in a Child & Youth Services Program. All military dependent children with special needs must be registered with EFMP to receive services with Child & Youth Services. The APHN may need to check a child's medical file or call parent to clarify special needs information. Civilian children as well as military children must meet the MIAT requirements.

Administration of Medication

Medication administration is confined to situations where no other reasonable alternative exists (e.g. meds given three or more times a day with specific hourly increments, such as every 8 hours).

Medications may be administered in Child & Youth Services programs only if there is no other reasonable method for the child to obtain the medicine. Medication will be administered to children enrolled in regular full day, school age programs and youth attending full day programs during the summer months and scheduled school breaks. Medications and care giving health practices required by special needs children attending hourly programs and part day preschool will be administered on a case-by-case basis. Only current prescription medications approved by our APHN are accepted. Designated Child & Youth Services staff and all FCC providers are authorized to administer medication in Child & Youth Services programs according to the physician's instructions, ONLY after receiving prior specialized training (Medication Administration class, updated every 3 years).

All medication will be kept in a locked container in a classroom at the CDC or FCC, or in a locked container in a centrally located room at SAC. Locked containers are kept out of reach of children and stored according to instructions. Medication requiring refrigeration will be isolated within the refrigerator in a separate secured/locked container. Tracking and storing medication for teens are only required for full day youth programs (i.e. summer programs, vacations). Any exceptions to these policies must be approved by the Chief of Child & Youth Services and the APHN.

When transportation of medication is necessary, it will be kept with the Lead Program Assistant. DA Form 5225-R will show that medication was given while away from the center and be carried with medication with a Self-Medication Form on file while carrying their medication on their person, or secured in their backpack.

Antibiotics, antihistamines, and decongestants are the only categories of medication that can be routinely given by authorized personnel. These medications must be prescribed by a physician and also be on the approved medication list. The list is determined by the APHN with concurrence of the McAfee Treatment Facility physician.

The physician or the parents will administer the first dose of any medication. Children will be on the oral medication at least 24 hours (except for emergency medication and acetaminophen) before the dosage is administered by authorized Child & Youth Services personnel. **The parent MUST have given the first dose of the acetaminophen and have waited 20 minutes before leaving the child in a Child & Youth Services care setting.**

No "over the counter" medication will be administered unless ordered by a physician

(prescription must be for a specific item). Tylenol or Ibuprofen may be given if ordered by a physician with specific dosage and time sequence, not as needed.

Written permission must be obtained from a parent or guardian before administering medication, and documented on DA Form 5225-R, CDS Medication Dispensation Card. The program director also needs to sign the card. All medication administered by Child & Youth Services staff and all FCC providers will be recorded on DA Form 5225-R. Each medication requires a separate form that may be used for one calendar month. The form will be maintained and filed in each child's record monthly or when the medication administration period is complete. A new DA Form 5225-R will be initiated for medication that goes into the next calendar month.

All medication will be in the original container with a childproof cap, labeled with child's name, physician's name, name of the medication, dosage strength, begin & finish date, and instructions for use. The begin date is the date the child actually started the medication. The finish date is the date they should finish the medication, whether or not they are in care at the time. "As needed" or "PRN" medications WILL NOT be accepted. Each prescription may only be written for one child. All prescriptions must be in English or have a translation provided by the prescribing physician. The translation should be put in a zip-lock bag with the medication.

A child will not be forced to take a medication if he/she refuses it. The parent will be notified, and the refusal will be noted on DA Form 5225-R. Medication will be administered to only one child at a time in an area away from other children. Only one medication will be poured at a time. If a child spits up a medication, we will **not re-administer the medication**. The parent will be notified and document the occurrence on the medication card along with the time and program assistant or provider's initials. Medication will be returned to the parents when no longer needed or upon termination of the child's attendance in the Child & Youth Services program. Medication returned to the parents should be documented on the medication card.

We ask you to check diaper bags, backpacks, etc. before placing them in your child's cubby. Sometimes ointments, salves and vitamins find their way into bags. These could get into the hands of other children and be quite dangerous. Please help us keep all children safe.

Approved Medication List

1. ANTIBIOTICS/ANTIFUNGALS

<u>Name</u>	<u>Generic Name (if different)</u>
Amoxil, Trimox, Polymox, Timax, Wymox	Amoxicillin
Augmentin	Amoxicillin-Clavulanic Acid
Azithromax	Azithromycin
Dynapen	Dicloxacillin
E-Mycin	Erythromycin
Gantrisin	Sulfisoxazole
Mycostatin	Nystatin Oral Suspension
Pediazole	Erythromycin_sulfisoxazole
Pen-Vee K	Penicillin V
Septra, Bactrim	Trimethoprim-Sulfamethoxazole
Suprax	Cefixime
Velosef, Keflex	Cephadrine, Cephalexin

2. COUGH AND COLD PREPARATIONS

Name**Generic Name (if different)**

Actifed
Atarax
Benadryl, Benylin
CTM, Aller-Clor
Dimetapp

Proventil, Ventolin
Robitussin
Robitussin DM
Sudafed
Triaminic

Rondec (DM)

Tripolidine Pseudoephedrine
Hydroxyzine
Diphenhydramine, Guaifenesin
Chlorpheniramine maleate
Brompheniramine,
Phenylpropanolamine HCL
Albuterol Syrup
Guaifenesin
Guaifenesin Dextromethorphan
Pseudoephedrine
Phenylpropanolamine/
Chlorpheniramine
Cardee (DM)

3. TOPICAL PREPARATIONS/DIAPER RASH PREPARATIONS (require prescription)

Bacitracin Ointment
Calamine Lotion
Hydrocortisone Cream 1%
Mycelex, Clotrimazole Cream
Nystatin Cream (Myostatin, Nilstat)

1. All medication given by Child & Youth Services personnel or FCC providers must be prescribed by a physician or be on the Basic Care Items list.
2. Tylenol or Ibuprofen may be given if ordered by a physician with specific dosage and time sequence, not as needed. These medications may not be given for fever control.
3. The use of inhaled medications for asthma constitutes a special need, and is addressed in a separate SOP for Asthma.
4. The list of approved medications that can be administered by employees of the Child & Youth Services program can be found on page 39. Other prescribed medications may be administered after consultation and approval by the APHN and the provision of special training or information, e.g. side effects, dosage techniques.
5. Medications that are ordered PRN (as needed) are NOT to be given unless the APHN grants an exception to policy. An exception to policy may be granted in occasional circumstances, but will require the physician to provide the guidance for usage. The APHN will review the request and ensure appropriate training occurs.

Basic Care Items

Basic Care Items are limited topical items used for the prevention of sunburn, diaper rash (ointments and lotions) and teething irritation. Additional basic care items are lotion and lip protection. Parents of children showing any indication of disease (infected sunburn, reddened skin, diaper rash, or gums) will be notified and referred to the health care provider for diagnosis and treatment. Use of basic care items will be discontinued until health care provider determines further use will not be harmful.

Below are examples of the types of basic care items that do not need a prescription. Before the basic care item can be used, the parent must fill out the Basic Care Item Treatment Sheet giving authorization for Child & Youth Services staff to administer the item. **Any items not falling into these designated categories, consult the APHN before administering the basic care item.**

- a. Sunscreen: Any over-the-counter type or brand SPF 15 or higher
- b. Lip protection: Any over-the-counter type or brand
- c. Diaper Rash Preparations: Any over-the-counter type or brand*
- d. Teething Medications: Any over-the-counter type or brand
- e. Lotions: Any over-the-counter type**
- f. Insect Repellent: Any type such as OFF.

*Note: **Diaper cream should be a barrier type cream ONLY.** Approved basic care item for diaper rash **does not** include: hydrocortisone cream or anti-fungal cream for yeast infection.

****Lotions approved will be for preventing dryness in skin ONLY.** No numbing agents, anti-inflammatory agents or pain relievers are approved.

Parents must fill out a Basic Care Card, giving specific instructions and permission for the use of topical items. Please fill out all blocks that are applicable and write "basic care" in the space for physician's name. Parents must have used basic care item prior to staff using the item on the child for the first time. Parent instructions cannot include "Apply as Needed".

ANY DEVIATIONS OR EXCEPTIONS MUST BE APPROVED BY THE APHN.

Accidents/Incident Reports

Reports are written when unusual occurrence happens, whether in a Child & Youth Services facility or an FCC home. All incident and accident reports are reviewed and signed by the reporting staff member, parent and the Director or Assistant Director. Reports will give detailed information about the incident. The report will be kept in the child's file at the Child & Youth Services Facility or FCC Home. Copies are available upon request.

Sudden Infant Death Syndrome (SIDS)

Army Child & Youth Services programs promote and follow practices that reduce the risk of Sudden Infant Death Syndrome (SIDS). SIDS is greatly reduced through these measures, and we actively encourage our parents to follow them at home:

- Placing all infants on their backs to sleep
- Not allowing pillows, quilts, stuffed toys and other soft items in cribs
- Infants heads remain uncovered while they are sleeping
- Infants are never left unattended, even while sleeping

CHILD ABUSE AND NEGLECT POLICIES

You will notice that while in a Child & Youth Services program there are many precautions taken to protect your child. Sign-In/Out Sheets are located in each module for parents and staff to sign. Any visitors (that are not Child & Youth Services parents) must report to the front desk, sign in and receive a visitor's tag. The Child Development Center, School Age Care Facility and the Youth Services facility are monitored by a Video Surveillance System; if children are not in Child & Youth Services facilities at least two staff members must be present.

Upon employment and annually thereafter, all Child & Youth Services staff and FCC providers are trained in the prevention, identification and reporting of child abuse. All staff goes through a thorough and complete background check through local, state and federal agencies. Child & Youth Services staff and FCC providers will ensure that each child in their care is monitored closely for any physical or behavioral indicators of abuse and/or neglect.

Reporting Procedure

The Child & Youth Services Staff, FCC providers, volunteers and contractors are required by regulation to report any suspected incidents of child abuse or neglect. If they notice suspicious bruises, cuts or burns on a child, or if a child tells of an abusive incident, they must report it.

Child & Youth Services policy requires written incident reports for all falls, scratches, bruises and scrapes that occur while your child is in our care. You will be asked to sign the report as documentation that you were informed of the incident.

As child advocates, staff are mandated to report any suspected child abuse or neglect immediately. As a parent and adult concerned about children, you may also report any suspected child abuse or neglect to the Family Advocacy Program (FAP) or to the DoD Child Abuse & Neglect Hotline. Those phone numbers are:

First Call the Installation RPOC at (575) 678-1234
If the child is in immediate danger call 911.
WSMR Family Advocacy Program, (575) 678-2306
DoD Child Abuse & Neglect Hotline: 1-877-790-1197

SAFETY POLICIES

Building Security and Access Control

Each Child & Youth Services facility is designed with a front desk area that monitors the access to the front door. All parents of children and teens in the 6th grade and above are responsible for swiping in/out daily through our computer system. All visitors are stopped at the front desk, asked for identification and purpose of visit. Visitors are required to sign in on the visitor log and then will be escorted through the building as appropriate. All phones are posted with emergency phone numbers. All facilities have parking restrictions based on proximity to the building and current threat conditions. All facilities have CCTV at pan entrances, hallways, classrooms and outside play areas that are monitored by management and front desk personnel.

Emergency Contingency Plans

Child & Youth Services exercises precautions based on the current installation threat condition level. We have a Mobilization and Contingency (MAC) plan that outlines our status based on each of the threat condition levels and we have a primary and secondary evacuation site for each facility.

Fire Drills

Fire Drills are conducted monthly, for all age groups. During a fire drill your child will be taken outside. Evacuations plans are posted in all Child & Youth Services facilities and FCC homes.

Parking Lot Safety

The safety of our children and youth is one of our greatest concerns. Of great concern is the safety of children and youth as they are dropped off at the centers in the mornings and picked up in the afternoon.

For safety reasons, cars are not allowed to be running in Child & Youth Services parking lots without a driver behind the wheel.

Children at the CDC and youth in the SAC program must be picked up inside the facility. No child will be allowed to go out to his or her parent's car for pick up.

It is normal to see a harried parent or guardian rushing to pick up or drop off their children. Kids love to run and parking lots are a danger zone for them as in their haste they start playing and/or forget to look both ways. Please be patient and alert when entering or exiting parking lots alert. We thank you for making sure the parking lot is safe for all of our Child & Youth Services families.

ACCREDITATION

The accreditation and inspection process assures parents of a commitment to responsive and loving care; trained and competent staff; a safe and healthy environment and consistent program improvement and quality by Child & Youth Services.

Thomas J.P. Jones Child Development Center



The Thomas J.P. Jones Child Development Center is accredited with the National Association for the Education of Young Children (NAEYC) and is annually inspected and certified by the Department of Defense. The National Association for the Education of Young Children (NAEYC) is dedicated to improving the well-being of all young children, with particular focus on the quality of educational and developmental services for all children.

White Sands Missile Range, School-Age Care



The SAC program at WSMR is accredited with the Council on Accreditation and is annually inspected and certified by the Department of Defense. The Council on Accreditation is dedicated to the development, education and care of children and youth during their out-of-school hours.

PARTNERSHIPS

Child & Youth Services believes partnerships with organizations enhance the educational experience throughout our programs. Child & Youth Services is proud to partner with the following organizations:

4-H: Dedicated to today's youth and tomorrow's leaders, 4-H is one of the largest youth organizations in the world. Each member chooses what projects they want to explore from over 50 topics. Members learn new skills, show what they have learned through public presentations, and display their achievements through public exhibits. Record keeping is also an integral part of the 4-H program, along with extensive leadership, public speaking and community service opportunities. 4-H is open to Child & Youth Services youth Kindergarten through 12th grade. For more information, call (575) 678-2708.



CHARACTER COUNTS!: Child & Youth Services works throughout the year to help young people develop basic values through CHARACTER COUNTS! by teaching the "Six Pillars of Character" *Trustworthiness, Respect, Responsibility, Fairness, Caring* and good *Citizenship*. In everything we do in the Child & Youth Services programs, CHARACTER COUNTS! is the foundation. We do not see CHARACTER COUNTS! as a separate program but an integral part of everything we do here. Our goal is to provide effective education about the importance of character for the future of children. We recognize that parents are the best role model for teaching character. However, if we all work together to enforce the Pillars of Character, we know our future will be in great hands!



Boys & Girls Clubs of America: The Boys & Girls Clubs of America (BGCA) has a long tradition of excellent service to youth. The Boys & Girls Clubs are an integral part of the program at WSMR SAS and MST programs. From leadership groups to fine art contests, this partnership allows for consistent programming throughout the Army. No matter where families are stationed, children in Army communities will find the same quality service and programming in the Youth Services Center



PARENTS' RIGHTS & RESPONSIBILITIES

Parent Bill of Rights & Responsibilities

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

ALL PARENTS HAVE THE FOLLOWING RIGHTS:

1. The right to affordable and available child and school age care and programming in a safe and supportive learning and recreational environment.

- Affordable income-based programs
- Reasonable accommodations to support their child if they have specific challenges, whether mental or physical
- A safe and supportive of environment free from discrimination, harassment, bullying or bigotry where their child can learn and play
- Courtesy and respect for their child from others regardless of the child or parent's age, creed, color, gender, gender identity or expression, religion, national origin, weight, physical or emotional condition, disability, marital status, or political beliefs

2. The right to access information about their child with access to any educational records, including portfolios or other written records, visual recordings, and any information on educational and recreational programs and opportunities available to their children.

- Information regarding all policies, plans, and regulations which require parent consultation
- Access to current information regarding services which are provided by the program and eligibility for those services
- Information concerning behavioral expectations for their child within the program
- Access to information concerning programming including curriculums or courses of study utilized by the program
- Confidentiality of their child's records
- Access and view their child's records upon request and to have a meeting within a reasonable time after making such a request
- Ability to review all teaching materials, instructional materials, and any other teaching or recreational aids used in the program.

- The right to be informed immediately if the program suspects their child has been abused or neglected or treated in violation of any program policy

3. The right to be actively involved and engaged in the program and to be given every available opportunity for meaningful participation.

- Feel welcomed and respected in their child's program
- Be treated with courtesy and respect by all program personnel, and to be accorded all rights without regard to race, color, creed, religion, national origin, sex, gender, age, ethnicity, marital status, sexual orientation, disability or economic status
- Participate in regular written or verbal communication with program staff and share concerns regarding their child's social, academic, or behavioral progress
- Meet with program staff directly working with their child and program director in accordance with established procedures
- Participate in meaningful and productive parent-staff conferences to discuss any issues concerning their child, as appropriate, throughout the program year
- Have program staff make every reasonable attempt to ensure parents receive important notices from the program
- Participate as an active member of the program Parent Advisory Committee or Child & Youth Services Parent Advisory Board

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

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

ALL PARENTS ARE RESPONSIBLE FOR:

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

- Ensuring that the program is updated with accurate contact information including addresses, phone numbers, emergency contacts, etc.
- Notifying the program if their child contracts a communicable disease.

PARENTS SHOULD ALSO:

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

Chain of Concern

If there is an issue in the Child & Youth Services program that you are concerned about, the most effective place to solve concerns is at the program level. However, sometimes situations arise that need to be referred through the chain of command. Please do not hesitate to use our chain of command to provide input about the CDC, SAC, YC both positive and negative. Our chain of command is as follows:

- Your child's assigned Child & Youth Program Assistant (CYPA)
- Youth child's room Lead CYPA
- Assistant Director or Training Specialist
- Facility Director
- Child & Youth Services Chief
- Director of Family, Morale, Welfare and Recreation
- Deputy Garrison Commander
- Garrison Commander

In resolving your concern, the Child & Youth Services Chief may consult with a subject matter expert, including those at higher command level. You will be provided feedback on the resolution of your issue. We urge you to follow this chain in order to resolve your concern expediently and at the lowest possible level.

PARENT SERVICES

Parent Involvement

Parent /Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplined Team Inspection (MDTI) program surveys, NAEYC Accreditation and Family Advisory Boards. These processes help ensure the safety of children/youth while improving administrative policies and programming issues geared toward program quality. **Moreover, parent/guardians who participate in the program may earn points toward fee reduction on their child care.** For detailed information on the various ways parent/guardians can participate in Child & Youth Services programs and activities, contact your Family Advisory Council representative or facility director.

Parent Participation Program (PPP)

Parents may earn a Fee Reduction for volunteering a minimum of 10 hours generally in their own child/ren's program or on behalf of the entire Child & Youth Services Program, and/or by attending Parent Education classes offered through Outreach Services. Parent Participation Points may be accumulated from month to month until the parent earns 10 points to receive a 10% reduction on one month's fee for one child. If a parent has earned 20 points, then the 10% fee reduction may be applied for one child over a 2 month period or applied to 2 separate children during the same month. Parents may not share their Parent Participation Points with other families. All PPP will be applied on the 1st of each month for the 10% discount. Points will not be applied to the mid-month payment. Parent Participation Points may be saved for future use. SAC patrons may use points weekly during camp weeks.

Guidance: The following guidance is applicable to all Child & Youth Services patrons, parents and volunteers.

- The parent's role in the PPP is to enrich the child's experience.
- Parent volunteers may be assigned a specific activity to complete.
- Discipline and classroom management are the Program Assistant's responsibility. Parents should refer all problems to the staff.
- Appropriate language, tone of voice, and touch must be demonstrated at all times.
- Parent must inform the Director or Program Assistant of any incident or unusual occurrences immediately.
- During meal and snack time conversing and being a good listener for the children is the main role.
- Parent volunteers may not assist with bathroom and diapering duties for children other than their own.

Students enrolled in the MST Program can receive youth participation credits. Students may earn these credits by providing services to Child & Youth Services programs or the community. Youth participation credits can be used for a discount on special youth activities such as dances, field trips and special events. Youth participation points may not be used for discounts to pay program fees.

Family Advisory Board (FAB)

Parents are invited to join the Child & Youth Services Family Advisory Board meetings. The purpose of this council is to give parents an opportunity to learn more about the Child & Youth Services programs while also having an opportunity to have input on future programming. Please see the monthly Parent Participation Opportunity flyer for days and times.

Parent Education

Child & Youth Services offers several classes per month for parents. Parents receive two PPP credits for attending. See newsletter for dates and times.

Parent Resource Library

Located in the Child & Youth Services Administrative Offices and is available to interested parents. This library offers books of general interests to parents. Have a problem and need some references? Let us know and we will check the library for you. The service is free but a lending agreement must be signed.

Parent Questionnaires

Child & Youth Services asks that you participate in questionnaires to help us evaluate all of our programs and provide input.

Parent Teacher Conferences

In addition to daily communication, parents are offered an opportunity to meet on a one-to-one basis with their child's primary Program Assistant to share the milestones your child has accomplished. Watch for official dates in parent newsletters.

We encourage your comments and suggestions, as well as your compliments. To make Child & Youth Services a success it takes cooperation and teamwork from parents, providers, program assistants, and Child & Youth Services management.

DEVELOPMENTAL CHARACTERISTICS OF CHILDREN

Infants

6 weeks- 18 months

- Infants delight in learning about themselves, their world, and the people around them. They learn by discovering and exploring their world, and imitating people around them. They repeat and practice actions to see the result and will learn new ways to get the desired results.

Toddlers

18 months- 3 years

- Toddlers like to conform and are becoming sure of themselves gaining a sense of personal identity. They are adventurous and may become negative or defiant and need controlled freedom. They learn by discovering and exploring their world. They imitate other people repeating and practicing both language and motor skills. At this age they need to receive a lot of encouragement.

Preschool

3 years - 5 years

- Preschoolers are self-assured and are becoming more independent. They enjoy responsibility and like to associate with their parents. They like following the rules. They learn through cooperative play with their peers. They enjoy other children and will develop "friends" and become highly socialized.

School Age

5 years - 11 years

- School age children like to imagine and engage in pretend play. Their reality is not firm so they follow perceptions over judgment. They are learning to make good choices and exercise self-discipline, though this does not come easily for some. They learn from authentic experiences relating things they are learning at school to real world experiences. Their success is often preceded with frustration and sometimes they must learn to accept weakness.

Middle School

11 years - 14 years

- Middle school students are developing logical thought allowing them to move beyond superficial aspects into categorical labels (for example “all humans are mortal”). They are gradually becoming ready for independence, and may face body changes, over-confidence, or self-consciousness. They learn through peer interactions and talking things out. They have trouble remembering things and may not like repetitive tasks. They lack the maturity of high school students and can be moody or emotional.

High School

14 years - 18 years

- High school students’ thoughts are becoming more abstract. They can incorporate principles of former logic, and can generate multiple hypotheses. They will likely get a surge for independence. They benefit from positive family environment and open parent-youth communication. They learn through active engagement such as debate. They could greatly benefit from using a planner and developing time management skills. They do best when they have something to look forward to that motivates them, and should start setting goals.

IMPORTANT CHILD & YOUTH SERVICES TELEPHONE NUMBERS

DIRECTORATE OF MORALE, WELFARE & RECREATION	678-6103
CHILD, YOUTH & SCHOOL SERVICES ADMINISTRATION	678-7090
CHILD & YOUTH SERVICES PARENT CENTRAL SERVICES	678-2441
OUTREACH SERVICES	678-5670
SPORTS & FITNESS PROGRAM	678-6022
CHILD DEVELOPMENT CENTER (CDC)	678-2059
FAMILY CHILD CARE (FCC)	678-7093
MIDDLE SCHOOL & TEEN PROGRAM (MST) (6TH - 12TH GRADE)	678-7859
SCHOOL-AGE CARE (SAC) (KINDER - 5TH GRADE)	678-4140
SCHOOL LIAISON OFFICE (SLO)	678-7093
SKIES UNLIMITED/4-H	678-2708

HIRED

678-7859

WSMR ELEMENTARY SCHOOL

674-1241