



UNITED STATES ARMY
CHILD & YOUTH SERVICES

2025-2026

FORT BRAGG RESOURCE GUIDE

<https://bragg.armymwr.com>

CHILD & YOUTH SERVICES (CYS)
CYS PROGRAM LOCATIONS & CONTACT INFORMATION

PARENT CENTRAL SERVICES

Registration Office for CYS Programs

CLOSED ON FEDERAL HOLIDAYS

Appointments Required

Webtrac: <https://webtrac.mwr.army.mil>

Address:	Bldg. 1-4157 Knox Street
Telephone:	910-396-8110
	910-396-5128
Mon/Wed/Thu/Fri	0800-1700
Tuesday	0930-1700
Wednesday	0830-1600 Walk-In

CHILD DEVELOPMENT CENTERS

Full Day Care – Part Day Preschool – Hourly Care

Ages (6 weeks – 5 years)

CLOSED ON FEDERAL HOLIDAYS

ALEXANDER CDC

Address: Bldg. 4-2843 Rockefeller Blvd (**Linden Oaks**)
Telephone: 910-908-4269 or 910-908-4290
Mon-Fri 0530-1815

BAUGUESS CDC

Address: Bldg. B-6801 Manhay Rd.
Telephone: 910-907-5750 or 910-907-5748
Mon-Fri 0530-1800

COOK CDC

Address: Bldg. F-1243 Gruber Rd.
Telephone: 910-396-2989 or 910-396-3349
Mon-Fri 0530-1800

EAGLE CDC

Address: Bldg. 30 Armistead St. (Pope Army Airfield)
Telephone: 910-394-4323
Mon-Fri 0530-1800

FERNANDEZ CDC

Address: Bldg. 1-6067 Knox St.
Telephone: 910-396-4733 or 910-396-3936
Mon-Fri 0530-1800

LOREDO CDC

Address: Bldg. 401 Armistead St.
Telephone: 910-907-2608
Mon-Fri 0830-1630 (*Hourly Care Only*)

MAHOLIC CDC

Address: Bldg. B-7125 Sicily Dr.
Telephone: 910-907-2608 or 910-907-2613
Mon-Fri 0530-1800

PRAGER CDC

Address: Bldg. 8-3684 Souter Pl.
Telephone: 910-396-1136 or 910-396-3836
Mon-Fri 0530-1800

RODGERS CDC

Address: Bldg. 8-3267 Souter Pl.
Telephone: 910-432-5933 or 910-432-5281
Mon-Fri 0530-1800

RODRIGUEZ CDC

Address: Bldg. B-7033 Sicily Dr.
Telephone: 910-396-5429
Mon-Fri 0530-1800

STOUT CDC

Address: Bldg. B-7127 Sicily Dr.
Telephone: 910-907-2606 or 910-432-5042
Mon-Fri 0530-1800

SFAC

Address: Bldg. 4-2133 Normandy Dr.
Telephone: 910-908-4175
Mon-Fri 0830-1630 (*Hourly Care Only*)

Full Day Care – Part Day Care – Hourly Care – School Age Care – Extended Care

Address: Bldg. 4-2843 Normandy Dr. (Soldier Support Center)
Telephone: 910-907-4853 or 910-907-1965

SCHOOL AGE CARE (SAC)

Before and/or After School – Camp – Daily Care – Occasional Care

Grades (Kindergarten-Grade 5)

CLOSED ON FEDERAL HOLIDAYS

BAEZ SAC

Address:	Bldg.B-6102 Longstreet Rd.
Telephone:	910-907-2828
Mon-Fri	0530-1800

MORALES SAC

Address:	Bldg. L-6822 Rockefeller Blvd. (Linden Oaks)
Telephone:	910-432-6033
Mon-Fri	0530-1815

**WONDERFUL WORLD FOR
KIDS SAC**

Address:	Bldg.B-6102 Longstreet Rd.
Telephone:	910-396-2011
Mon-Fri	0530-1800

MIDDLE SCHOOL/TEEN (MST)

After School Care – Open Recreation – Transportation – Camps – Daily Care

Grades (6th-12th)

TOLSON YOUTH ACTIVITIES CENTER

Address:	Bldg. 4-1431 Normandy Dr.
Telephone:	910-396-5437 (KIDS) or 910-907-5437
Mon-Thu	0630-2000 <i>(Subject to Change)</i>
Friday	0630-2200 <i>(Subject to Change)</i>
Saturday	1300-2200 <i>(Subject to Change)</i>

CHAY YOUTH ACTIVITIES CENTER

Address:	Bldg. 1-6824 Rockefeller Blvd. (Linden Oaks)
Telephone:	910-908-5013
Mon-Fri	0630-1900 <i>(Subject to Change)</i>
Sat-Sun	Closed

ADMINISTRATIVE OFFICES
SOLDIER SUPPORT CENTER

CYS CDC ADMINISTRATOR

Address:	Bldg. 4-2843 Normandy Dr.
Telephone:	910-396-0124
Mon-Fri	0800-1700

CYS SAC ADMINISTRATOR

Address:	Bldg. 4-2843 Normandy Dr.
Telephone:	910-396-0124
Mon-Fri	0800-1700

**CYS OUTREACH SERVICES
DIRECTOR**

Address:	Bldg. 1-4157 Knox St.
Telephone:	910-396-8110
Mon-Fri	0800-1700

NURSE CONSULTANT (CYS)

Address:	Bldg. 1-4157 Knox St.
Telephone:	910-396-8110
Mon-Fri	0800-1700

**CYS SPECIAL NEEDS
PROGRAM MANAGER**

Address:	Bldg. 4-2843 Normandy Dr.
Telephone:	910-396-5405
Mon-Fri	0800-1700

CYS NUTRITIONIST

Address: Bldg. 4-2843 Normandy Dr.
Telephone: 910-396-5601
Mon-Fri 0730-1630

SCHOOL LIAISON OFFICER

Address: Bldg. 4-2843 Normandy Dr.
Telephone: 910-432-1023 or 910-396-3338
Mon-Fri 0800-1700
Alternate Location: Knox St. Bldg. 1-4157 (Parent Central Services)
910-396-8110

SKIES UNLIMITED INSTRUCTIONAL PROGRAMS (Pending Contracts)

SCHOOL YEAR PROGRAMS: Dance, Gymnastics, Music Together, Noah's Art, Reading/English Study Skills Tutorial

YEAR-ROUND PROGRAMS: Karate, Junior Golf, Baby Sign Language, Learn to Skate

Address: Bldg. 4-1431 Normandy Dr. (Tolson Youth Activities Center)

Telephone: 910-643-6039

YOUTH SPORTS & FITNESS

Team Sports – Individual Sports – Fitness and Health Programs

SPRING SPORTS: Baseball, Soccer, Softball, Track, and Lacrosse

FALL SPORTS: Tennis, Football, Cheerleading, Soccer, and Volleyball

WINTER SPORTS: Basketball, Bowling, Cheerleading, and Parent/Youth Deer Hunts

Address: Bldg. 4-1431 Normandy Dr.

Telephone: 910-432-6788 or 910-907-5832 or 910-432-5437

VOLUNTEER COACHES ARE NEEDED FOR ALL SPORTS, CALL TO JOIN THE TEAM! **Children of Coaches Play for FREE!**

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CORE PROGRAMS

- Child Development Centers (CDC) (Ages 6 wks-5 yrs.)
- FCC Homes Ages 4 wks-12yrs)
- School Age (Ages 5-12 yrs.)
- Youth Sports and Fitness (Ages 3-18)
- Parent & Outreach Services
- Kids on Site/Hourly Care (Ages 6wks- 12yrs)
- ImAlone
- Parent on Site/Parent Co-Ops (Ages 6wks-12 yrs.)
- CYSitters (Ages 6 wk-12 yrs.)
- SKIES (Ages 3-18 yrs.) [Pending Contract](#)

DEPLOYMENT SUPPORT SERVICES

- Child Behavior Consultants/Respite Care
- Community Based Programs (Ages 6-18)
- Army School Age Programs in your Neighborhood (Ages 6-12)
- Army Youth Programs in Youth Neighborhood (Ages 13-18)
- Army Sponsored CYS Child Care Programs (Ages 6wks-12 yrs.)
- Military Child Care in Your Neighborhood

ARMY SCHOOL SUPPORT SERVICES (Grades K-12)

- School Liaison Officers (SLOs)
- Home School Support
- Homework Center (Grades K-12)
- School Youth Sponsorship Programs
- Tutor.Com (Grades K-1st Year College)

CAREGIVER CREED

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

CUSTOMER SERVICE

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

Overarching C-U-S-T-O-M-E-R Services Standards

- Cheerful greeting for every customer.
- Use positive communication, in person, on the phone and in email.
- Show a positive image and attitude.
- Teamwork – Support the Team.
- Own your job – Take responsibility for the role you play in services delivery.
- Make every effort to resolve customer request with respect and professional courtesy.
- Extra mile – Go the extra mile to exceed customer expectations.
- Remember to thank every customer.

Mission:

To enhance Soldier readiness and well-being by reducing the conflict between Soldiers' mission requirements and parental responsibilities. As a workforce support program, full day and before/after school care are the primary core programs in CYS. Soldiers and civilians can focus on their jobs, knowing their children are well cared for by professional staff in a variety of program settings.

Vision:

CYS programs provide:

- Seamless delivery systems for child/youth enrolled
- Safe, healthy friendly environments
- Predictable services
- Accountability
- Customer Satisfaction

Goals:

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

Affordability: Operate efficiently with Army resource guidance. Establish fees that consider Army Family budgets and meet Army financial goals so that the CYS Programs are affordable to both the Army and The Army Family.

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

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

Philosophy:

All CYS programs will be developmental in nature. Child & Youth Services (CYS) agrees with the position of the National Association for the Education of Young Children (NAEYC) and the Council on Accreditation (COA). Promoting a "high quality" program provides a safe and nurturing environment that promotes the physical, social, emotional, and cognitive development of children and youth while responding to the needs of Families.

Confidentiality:

Only authorized CYS staff will have access to patron files. CYS is committed to protecting the privacy of patron educational, medical or court documentation. This information will not be discussed at any time with any other person under no circumstances.

Diversity/Non-Discrimination:

In accordance with Federal Law, Title VII, the Department of Army Child & Youth Services prohibits discrimination on the basis of race, national origin color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity of associational preference in employment and their program operations serving Soldiers, Families and the community. The Department of Army affirms its covenant to support and serve Family and MWR customers and employees.

Open Door Policy:

CYS programs staff are accessible and approachable to parents/guardians during normal hours of operation. Parent/guardians can voice their concerns, complaints, or compliments regarding their customer service experience. CYS encourages parents/guardians to drop in to visit or observe their child/youth during the day.

Total Army Strong:

Eligibility Criteria 1

Deployed: Contingency Operation

Deployments 180 Days or longer

- 14 hours of free hourly respite care per child per month. Starting 30 days before deployment and ending 90 days after return. Deployment discounts are not retroactive after deployments.
- 20% reduction to fees for regularly scheduled full-day or part-day care. Valid for 30 days prior to deployment and 90 days after returning from deployment. Discount begins on the next bill cycle after orders are received/processed at Parent Central Services. Bill cycles are on the 1st and 15th of each month.

Deployments 90-179 Days

- 14 hours of free hourly respite care per child per month. Starting 30 days before deployment and ending 30 days after return. Deployment discounts are not retroactive after deployments.
- 20% reduction to fees for regularly scheduled full-day or part-day care. Valid for 30 days prior to deployment and 90 days after returning from deployment. Discount begins on the next bill cycle after orders are received/processed at Parent Central Services. Bill cycles are on the 1st and 15th of each month.

Deployments 89 Days or less

- 14 hours of free hourly respite care per child per month. Care is during the time of deployment only, not pre and post deployment. Deployment discounts are not retroactive after deployments.
- 20% reduction to fees for regularly scheduled full-day or part-day care. Valid for 30 days prior to deployment and 90 days after returning from deployment. Discount begins on the next bill cycle after orders are received/processed at Parent Central Services. Bill cycles are on the 1st and 15th of each month.

Eligibility Criteria 2

Assigned to Warrior Transition Unit (WTU)

- 14 hours of free hourly respite care per child per month while assigned to the WTU
- Free hourly care for medical appointments while assigned to the WTU
- 20% reduction to fees for regularly scheduled full-day or part-day care while assigned to WTU. Discount begins on the next bill cycle after orders are received/processed at Parent Central Services. Bill cycles are the 1st and 15th of each month. Deployment discounts are not retroactive after deployments.

Eligibility Criteria 3

Deployed: Rotational Forces

- 14 hours of free hourly respite care per child per month. Starting 30 days before deployment and ending 30 days after return. Deployment discounts are not retroactive after deployments.

Eligibility Criteria 4

Deployed: Non-Contingency Operation

180 Days or longer

- 14 hours of free hourly respite care per child per month. Starting 30 days before deployment and ending 30 days after return. Deployment discounts are not retroactive after deployments.

90-179 Days

- 14 hours of free hourly respite care per child per month. Care is during the time of deployment only, not pre and post deployment. Deployment discounts are not retroactive after deployments.

Eligibility Criteria 5

Survivor Outreach Services (SOS)

- Bereavement Hourly Care. 40 hours of free hourly care per child for the immediate family of the deceased. Valid from notification to four weeks after burial.
- Memorial Hourly Care. Free on-post hourly care for all attendees of a memorial service for a fallen Soldier.

Communication:

Parents/guardians who wish to discuss any questions and/or concerns should contact their program facility management team. CYS patrons can also use the following email address: usarmy.bragg.imcom-fmwrc.mbx.cyss-registration@mail.mil. If you do not have access to email, you can write your questions or concerns and place them in a drop box at your program facility. You can also complete an Interactive Customer Evaluation (ICE) survey.

Chain of Command:

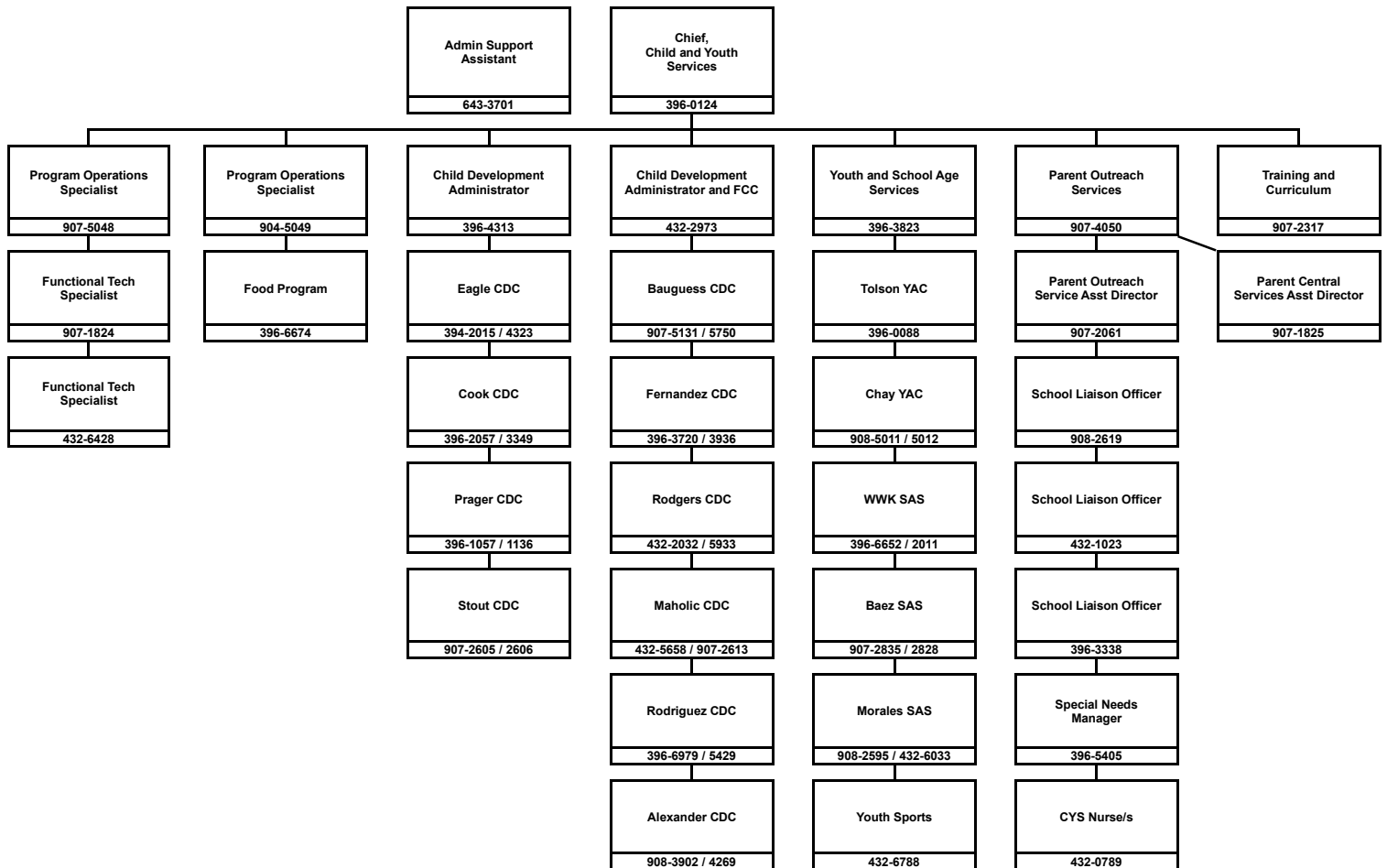
The effective way to resolve issues is through the proper chain of command. If you continue to have unsolved resolutions, you can elevate your issues or concerns via the Chain of Command in the order below:

- Primary Program Assistant (Lead Teacher)
- Assistant Facility Director
- Facility Director
- CDC or SAC Administrator

Administrator, Child Development Services:	910-396-0124
Administrator, Youth & School Services:	910-396-0124
Administrator: Parent Central Services:	910-396-8110
Chief, Child & Youth Services Division:	910-396-0124

Organizational Chart:

Updated: 16 May 2025



SECTION 1 – SAFETY & RISK MANAGEMENT

Child Abuse and Neglect:

DoD defines child abuse and neglect as noted: Child abuse and neglect includes physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, or combination of these, by an individual responsible for the child's welfare under circumstances indicating that the child's welfare is harmed or threatened. A "child" is a person under 18 years of age for whom a parent, guardian, foster parent, caretaker, employee, staff, or any person providing out of home care is legally responsible.

Child Abuse Reporting: Preventing, identifying, reporting, and handling incidents of child abuse or neglect are the combined responsibility of all CYS personnel in cooperation with the Family Advocacy Program (FAP). We are mandated by law to report all child abuse.

- a) Report incident to the installation reporting Point of Contact (RPOC). The RPOC number is 910-396-0391
- b) Notify the appropriate CYS Program Director
- c) Report the incident to the State Child Abuse Hotline

DoD Child Abuse and Safety violation hotline posters are located in visible areas throughout all CYS facilities and Family Childcare Homes should parent/guardian/staff need to report incidents of suspected abuse.

DoD Child Abuse and Safety Violation Hotline number is 1-877-790-1197.

- By law, all CYS employees, contractors, volunteers, and FCC Providers are mandated reporters of suspected Child Abuse and Neglect.
- Refer to your Administrative Standing Operating Procedures (SOP)
- Child Maltreatment (AR 608-10)

Home Alone Policy:

XVII Airborne Corps and Fort Bragg Policy #42 – Supervision of Children on Fort Bragg, specifies the level of supervision required for juveniles ages 17 years and under who live in quarters on Fort Bragg or use Fort Bragg facilities. The intent of this policy is to ensure the safety of children by not leaving them unattended under circumstances involving potential or actual risk to the child's health and safety. **(Appendix A)**

Curfew for Juveniles:

XVIII Airborne corps and Fort Bragg Policy #42 established a curfew for juveniles ages 17 years and under who are found on Fort Bragg outside government quarters or government-leased housing during designated hours. **(Appendix B)**

Youth are accounted for while in CYS programs. CYS encourages appropriate behaviors that reflect respect, tolerance, patience, understanding and every effort will be made to foster an honest and appropriate dialogue.

Background Checks:

Individuals who regularly interact with children and youth in CYS programs are required to undergo specific initial background checks and periodic reverification.

Until background checks are satisfactorily completed, individuals must volunteer or work within “Line of Sight Supervision” (LOSS) of a cleared staff member and are not permitted to be left alone with children or youth.

Staff under LOSS will be identified by nametags with the first and last names and red scrub tops or red polo shirts. Staff who have completed background checks will be identified by nametags with first and last names and green scrub tops or green polo shirts. Management staff will wear nametags with first and last names and appropriate business attire.

Sign In/Out of Facilities:

To ensure a safe and secure environment. All visitors are required to sign in/out at the facility front desk and receive a visitor identification badge. Parents or guardians visiting the facility or a classroom greater than 15 minutes must sign in at the classroom and at the front desk.

Child Guidance, Discipline & Touch Policy:

Guidance and Discipline

Child guidance shall be positive in nature. Positive guidance is based on a trusting relationship between children and adults. Helping a child to understand and decide what to do, rather than what not to do, is the basis for child guidance. CYS staff’s role is to support each child’s individual needs, thereby helping them to become confident, secure individuals with good problem solving and thinking skills. Children will be taught the developmentally appropriate routines of the childcare program. Children will be explicitly taught pro-social skills to use in place of challenging behaviors.

CYS staff will never use corporal/physical punishment, psychological abuse, or coercion as an acceptable form of guidance. Guidance will never be punitive in nature. Children will not be punished physically or verbally for lapses in toilet training or refusing food.

Children/youth will never be punished by any of the following: spanking, pinching, dragging or grabbing, shaking, or other corporal punishment; isolation; confinement in closets, boxes, or similar places; time away/timeout; binding to restrict the movement of mouth or limbs; humiliation, verbal abuse, taunting or teasing; deprivation of meals, snacks, outdoor play opportunities, or other program components. Restricting the use of specific play materials and equipment, or participation in a specific activity will be based on the developmental age and social/emotional development of the child and if it poses a safety concern for the child or others.

Touch Policy

Fort Bragg CYS developed this policy to address the need to define “appropriate” touch in the care giving setting. All Child Development Centers, School Age Centers, Youth Centers. Staff and FCC providers will be familiar with and adhere to this policy in every aspect. Parents may expect to see the behaviors deemed appropriate in all CYS programs since our overriding concern is that children be given affection and comfort when needed without alarming parents. Also, this policy should allow caregivers and providers to feel relatively free of potential legal action or accusations when performing these actions.

Guidelines applicable for children ages 4 weeks to 5 years.

Appropriate touching is defined as:

- Hugs, reassuring touches on the shoulder, backrubs at naptimes to help a restless child fall asleep.
- Holding a child on your lap that needs comforting due to separation anxiety, illness, or injury when the child desires it.
- Assisting a child with toileting or diaper/genital areas, as necessary.
- Touches that affect the safety and well-being of a child, i.e., holding hands while crossing the street, holding a child gently but firmly during temper tantrum to prevent self-injury.
- Rocking infants or holding children in a manner that recognizes the importance of physical contact to child nurturance and guidance.

Inappropriate touching is defined as:

- Forced hugs, or use of coercion or other forms of exploitation of a child’s lack of knowledge.
- Prolonged tickling, fondling, or molestation. Forced goodbye kisses, corporal punishment, slapping, striking, or pinching.
- Prolonged physical contact with diaper areas while providing toileting assistance or diaper changing.
- Attempts to change behavior with adult physical force, often applied in anger.
- Violation of laws against sexual contact between children and adults.
- Satisfaction of adult needs at a child’s expense.

All CYS Personnel and Volunteers sign a Statement of Understanding Child and Youth Services Personnel “Standards of Conduct and Accountability in Child and Youth Services (CYS) Programs” (Appendix C). It is signed annually and verified by CYS management.

Child Abuse DoD Hotline 1-877-790-1197. (Appendix D) Preventing, identifying, reporting, and handling incidents of child abuse or neglect are the combined responsibility of all CYS personnel in cooperation with the Family Advocacy Program (FAP.) We are mandated by law to report all child abuse to the military police.

The reinforcement concept with a child of “striking out” to respond to a problem. Additionally, all Child Development Center staff and FCC providers will ensure that the following procedures apply to care giving situations:

- 1) Clothing will be removed from children only when soiled or wet and then only to be changed. Children may be changed into swimsuits for water play when necessary. Changing of clothing will take place only in diaper changing or bathroom areas of the center/home.
- 2) Children able to undress and dress themselves will be allowed to do so in privacy unless assistance is needed.

Guidelines applicable for children and youth ages 5 years to 18 years in youth recreation and school age care programs.

Appropriate touching is defined as:

- Assisting in physical activities such as skill development in sports.
- Reassurance touching on shoulders or light pats on the back accompanied by positive verbal reinforcement, so the youth does not misinterpret the contact.
- Touching such as hugging, hand holding, back rubbing is acceptable when the youth openly solicit the staff/volunteer for positive physical feedback.
- Youth in need of consoling due to illness, injury, or visible disappointment/sadness are considered in need of positive physical and verbal contact, if the youth is receptive to the adult consoling them.
- Touching that is part of a normal game activity such as “duck, duck, goose”, red rover, etc. are acceptable as long as the staff participates in the activity and touches in the manner in which they would want the youth to touch them (the norm being where no physical harm comes to either participant)

Inappropriate touching is defined as improper contact that creates a negative emotional and social growth experience for the youth, violation of law or American societal norms. Inappropriate touching by an adult involves:

- Coercion or other forms of exploitation.
- Attempts to change youth behavior with physical force either by human contact or contact with an object.
- Corporal punishment.
- Prolonged tickling.
- Fondling or molestation.
- Satisfies adult needs at the expense of a youth.
- Any physical contact that is against the desires of youth if contact is not being made for the safety and well-being of the child.

In the event of an incident where there is potential for harm, staff are to remove all children from the area and isolate the child in an area where items that could harm the child can be moved.

In the event of an injury or toileting accident involving staff to examine genital areas, the program specialist and another trained staff member are required to be present if the injury/accident is of a nature requiring the staff to check the area. Examination should not be conducted in the general area of other youth or large groups of staff to protect the privacy of the individual. The genital area should normally not be touched. The visual examination is to be

documented on DA Form 4106 – Report of Unusual Occurrence and signed by a witness. Parents are to be notified of the injury as soon as possible after the examination.

Touching youth for the purposes of giving specified medical treatment for which staff members have received training through the Community Health Nurse is authorized. Proper procedures for administering certain procedures and/or catheterizations are signed consent from the parent/legal guardian and must be accompanied by written instructions from Army Medical Professionals and Army Public Health (APHN).

Biting:

Policies focus on the child's behavior within the existing environment rather than "suspending" the child from care. When this is not possible management will assist parents with alternative childcare options.

Bullying:

U.S. Army Garrisons and DoD 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. CYS has a zero tolerance for acts of bullying or disrespect towards children/youth or CYS staff. We treat each other with respect. Our community and centers define respect as follows: Treat others, with the same level of respect and dignity you wish to be treated.

CYS defines bullying as follows: A mean and one-sided activity intended to harm and for 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 attributes. It includes all forms of hazing and cyber bullying and can be continuous and repeated over time. However, once is enough to constitute bullying. Bullying, including all forms of cyber bullying, can impact the targeted individual's feeling of safety and create an intimidating, hostile, or offensive environment. The CYS Coordinator or Facility Director will immediately address such actions for the well-being and safety of all children/youth and the community.

Video Surveillance Systems (VSS):

All CYS facilities use a comprehensive video surveillance system. The VSS is designed to deter and reduce the risk of child abuse in CYS facilities, protect staff from allegations of child abuse, provide Soldiers and Parents with "peace of mind," and support CYS management staff in the exercise of program oversight. The cameras record most activity areas in the interior and exterior of the buildings. You may request to view a portion of your child's/youth's time with the facility manager. Due to confidentiality reasons, copies of these recordings are not authorized to be given to parents/guardians. Recordings are released only to authorized personnel, such as MPI and CID for official business.

Adult/Child Ratios:

Adult/Child Ratio Chart:

CDC

Category	Age Group	Adult/Child Ratio	Maximum Group Size
Infants	6 wks – 12 mths	1:4	8
Pre-toddlers	12 mths – 24 mths	1:5	10
Toddlers	24 mths – 3 yrs	1:7	14
Preschool age	3 yrs – 5 yrs	1:10	20

SAC

Category	Age Group	Adult/Child Ratio	Maximum Group Size
Kindergarten	5 yrs – 6 yrs	1:12	24
School-Age	5 yrs – 10 yrs	1:15	30

FCC Homes

Category	Age Group	Adult/Child Ratio
Multi-Age	4 wks – 12 yrs	1:6
Infant/Toddler	4 wks – 3 yrs	1:3
SAC	5 yrs – 12 yrs	

Training & Professional Development:

All CYS personnel receive standardized orientation training before they are allowed to work directly with children/youth. The orientation includes such topics as applicable regulations and installation policies, child health and safety (to include CPR, First Aid, Medication Administration, Communicable Diseases and Sudden Infant Death Syndrome), Child Abuse identification, reporting and prevention; age-appropriate guidance and discipline; parent and Family Relations, Health and Sanitation procedures, and Orientation. My Teaching Strategies on conducting Assessments of Young Children, and Orientation. In addition to the orientation, all direct care staff must complete foundation training. The training is ongoing, and competency based. Assessments are completed to ensure staff comprehend and demonstrate the knowledge and skills learned from training. Annual Training requirements, CYS Professionals, Management and Training Specialist are required to complete 24 hours of Annual Training Yearly.

Parent Involvement:

Parents/Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplinary Team Inspection (MDTI), NAEYC Accreditation and Parent Advisory Boards. These processes help ensure the safety of children and youth while improving administrative policies and programming issues geared toward program quality. Parent/guardians who participate in the program may earn points toward fee reduction on their childcare. For detailed information on the several ways parents/guardians can participate in CYS programs and activities, contact your Parent Advisory Board (PAB) representative or facility director for specific details and parent involvement discounts.

Volunteer Program:

- a. Volunteers (youth and adults) play an essential role in our programs. They affect our Soldiers, their families, the organization, and installation readiness. Any patron wishing to volunteer is to contact the Army Community Services Volunteer Coordinator at (910) 396-2996. Volunteers are required to register online through the Volunteer Management Information System (VMIS). Volunteers are required to keep track of their volunteer hours through VMIS.
- b. Adult volunteers have the opportunity to volunteer at all CYS programs. Contact the program site manager for details and applications. For other categories of personnel not supported by the CPAC (i.e., providers, volunteers, contractors, and others), the appropriate manager completes the background check verification sheet and establishes suitability files. When personnel are placed in other programs within CYS the manager receives completed and signed copy of the background check verification sheet as documentation that required background checks are complete before allowing the individual to work with children. Background checks are not required for volunteers whose service will be of shorter duration, however, are required to perform background checks under line-of-sight supervision (LOSS) by an individual who has a favorably adjudicated CNACI and IRCs.
- c. Benefits, Awards, Recognition. Volunteers are eligible for childcare discounts, sport program discounts and installation recognition.
- d. Acceptance of adult volunteers (age 18 and up) is contingent upon completion of appropriate background checks.

Regulations & Inspections:

Regulations and services apply uniformly throughout the Army. In order to provide consistency, all Army CYS programs received an annual Army Higher Headquarters Inspection (AHHI). In addition, to the AHHI, there are three unannounced installation inspections conducted within the calendar year. These inspections examine fire, safety, health, sanitation, and child welfare. These inspections validate CYS programs and facilities are in compliance with the following Army Regulations (AR), Department of Defense Instructions (DoDI) and Public Laws (PL):

- AR 608-10 Child Development Services
- IMCOM 608-10-1 Child Youth Services (CYS)
- AR 215-1 Military Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities
- DoDI 1015.2 MWR Programs
- DoDI 6060.2 Child Development Programs
- DoDI 6060.3 School-Age Programs
- DoDI 6060.4 Youth Services Programs
- DoDI 1402.5 Criminal History Background Checks on Individual in Childcare Settings
- DoDI 6025.18-R Privacy of Health Information
- PL 101-647 Crime Control Act PL 106-104 Youth Sponsorship
- PL 104-106 Military Child Care Act
- PL 104-201, Sec 1044: Cites concern for lack of support for DoD Youth Programs PL 106-65, Sec 584, Expanded Child Care and Youth program services.
- PL 106-79, Conference Report – DoD Report on Family Childcare Subsidy/Access to Military Child Care
- PL 101-366 Americans with Disabilities Act

Accreditation:

The benefits of accreditation are the external mark of quality, high standards, process improvements and support. CYS programs undergo a rigorous accreditation process. The Child Development Centers and School Age Centers as well as many of our FCC Homes are fully accredited programs through the following entities:

National Association for the Education of Young Children (NAEYC) - sets professional standards for early childhood education programs age (age 0-5 years) and helps families identify high-quality programs for their young children.

Council on Accreditation (COA) - Afterschool Program Standards include After School Administration (ASP-AM), After School Human Resources (ASP-HR), and After School Programming and Services (ASP-PS). The Administration Standards cover practices related to continuous quality improvement, financial management, risk prevention and management and ethical practice. The Human Resources Standards address recruitment and selection, training and professional development, support, and supervision. The Programming and Services Standards set forth additional recommended practices for working with children and youth in out-of-school time.

National Association for Family Child Care (NAFCC) - Awarded to FCC providers who meet the eligibility requirements and the Quality Standards for NAFCC Accreditation. Accreditation reflects a high level of quality through a process that examines all aspects of the FCC program, i.e., relationships, the environment, developmental learning activities, safety and health, and professional and business practices. Once FCC providers become accredited, they agree to abide by the standards set forth and to be measured against those standards with periodic integrity and compliance.

Alcohol and Tobacco Guidance:

Alcohol Consumption

CYS employees will not use or be under the influence of alcohol while children in care. In FCC homes, alcohol is restricted by the provider and family members during FCC care hours.

CYS personnel and FCC providers will coordinate with the Military Police regarding release of children to parents or authorized release designees who appear under the influence of alcohol or drugs.

Tobacco Usage

Smoking in the presence of children or their parents while providing childcare is not permitted. In CYS facilities, visiting adults and staff may smoke out of the presence or view of children in smoking areas, a minimum of 50 feet from the building. In FCC homes, a designated smoking area will be established for smokers when children are present. This area will be away from defined child activity spaces with adequate ventilation systems. Parents will be advised prior to enrollment of children when an FCC provider is a smoker.

CYS personnel will not use tobacco in any form while in the kitchen area, when serving food, or in view of children. If tobacco is used during breaks, hands must be washed before returning to work.

The use of tobacco products (to include electric and smokeless products), alcoholic beverages, or illegal drugs by coaches, participants, volunteers, CYS staff, officials, or spectators at any CYS facility or function, to include parking lots, is prohibited at all practices, games and CYS sponsored events.

SECTION 2 REGISTRATION PROCEDURES

Global Data Transfer:

CYS registration is transferable to other installations. Parents are required to update household data at their new duty station. This database makes it possible for families relocating to a new duty station to forward their child's/youth's registration records to their next assignment prior to arrival. Once you arrive at Parent Central Services, staff at the new duty station will import the patron's information (e.g., names, birth date, child's health records, etc.) When departing Fort Bragg, patrons are to complete a disenrollment form in order to have the household data transferred to a new location. Patron will request that his/her household be exported from the current duty station.

Patron Eligibility:

Who is eligible to participate in CYS programs? CYS programs are open to children of sponsors eligible to use Family and Morale, Welfare and Recreation activities as outlined in AR 215-1, AR 608-10, and IMCOM 608-10-1, Standard Operating Procedures for Outreach Services and CYS Waiting List Standard Operating Procedures.

- Eligibility is contingent on the sponsor status. Eligible patrons include active-duty military personnel; DoD Civilian employees paid from either APF or NAF; reserve component military personnel on active duty or inactive duty training status; combat-related wounded warriors; surviving spouses of military members who died from a combat-related incident; those acting in loco parentis for the dependent child of an otherwise eligible patron; eligible employees of DoD contractors.
- Others are authorized on a space-available basis. In the case of unmarried, legally separated parents with joint custody or divorced parents with joint custody, children are eligible for childcare 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 childcare through an Army program.
- Retiree's eligibility is limited to the use of SKIES, YS and Sports and Fitness programs and with special Garrison permission programs such as summer camp where no waitlist exists.

Definition of a Parent:

Legally appointed guardians may apply for CYS registration for children in their care. The following documentation is required: legal court documentation of guardianship, medical power of attorney, proof of child's age, and proof of guardian's military or DoD affiliation.

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

Parent Central Services (PCS):

CYS Annual Household registration is free as part of the Total Army Strong. Registration is required when enrolling in any CYS program. Initial or annual renewal of registration of household must be completed at Parent Central Services. Required documents can be downloaded at <https://webtrac.mwr.army.mil>. Appointments can be made by emailing usarmy.bragg.imcom-fmwrc.mbx.cyss-registration@army.mil or by calling (910-396-8110).

After initial enrollment and activated membership, individual program enrollment can be made at any CYS facility. Additionally, sports, SKIES and hourly care reservations can be made online at www.webtrac.mwr.army.mil. Patrons must call facilities (SFAC or Loreda CDC) directly for a same day hourly care appointment.

CYS uses the Child and Youth Management System (CYMS) for registration, payments, billing, and all household demographics.

Effective June 2016, all Full-Day, Part-Day, Before/After School, Winter, Spring and Summer Camp waiting lists are available for on-post care through MilitaryChildcare.com. To get started, visit: <https://MilitaryChildcare.com>.

Registration: All children/youth must be fully registered before they can utilize any CYS program. Contact your installation Parent Central Services office to schedule an appointment to complete registration. Appointments required, and limited walk-in services may be available.

Required Registration Documents:

- Military ID card or proof of employment for DoD and Federal Government employees
- Legal or official proof of child's birth (passport, ID card, birth certificate or DEERS enrollment).
- Current immunization record for children birth-5yrs (Pre-K).
- Current Proof of Income (Leave and Earning Statement/Pay Vouchers or proof of fulltime school enrollment/schedule with paid receipt).
- Health Assessment/Sports Physical (due within 30 days of initial registration).
- Local Emergency Child Release Designee (minimum of two).
- Family Care Plan (Dual/Single Military Only) due 30 days of enrollment or services will be denied per AR 608-10.

Family Care Plan:

Parent Central Services maintains an electronic copy of the Family Care Plan (FCP) DA Form 5305 for dual/single military parents registered in full and part time programs. FCP is required for MST youth enrolled in weekly before camp supervision programs operating before 1300. The requirement for FCP only applies to US Active-Duty Military. The FCP is required for children under the age of 19 who cannot care for themselves in the absence of the Service Member.

Immunizations:

Children enrolling or currently enrolled must provide written documentation of immunizations appropriate for the childcare. School age children who are homeschooled, or who are not enrolled in a local public school system are required to show proof of immunizations. Children/Youth accepted for childcare in CYS programs must be free from communicable diseases such as measles, mumps, hepatitis, scarlet fever, and strep throat, and have written documentation of all age-appropriate immunizations. Child/youth immunizations to include Influenza (flu) must be up to date to participate in CYS programs.

A waiver request must be approved by IMCOM G9 and child can begin care however CYS should receive waiver approval within 30 days of submission. Children/youth who are not immunized will be denied childcare during outbreaks. Please note when an outbreak occurs, the child is removed from childcare. CYS does not adjust your child's bill. Immunization waivers for medical reasons must be accompanied with signed, stamped, and dated documentation from a credentialed medical provider documenting why the child is exempt.

A request for a waiver based on a religious objection must be accompanied by a signed statement from the parent specifying the religious objection. In the event of a declared outbreak, all school age and youth will have to show applicable immunizations in order to participate in SAC programs. Children/youth will be excluded from childcare in the event of an outbreak of a vaccine preventable disease. CYS does not adjust your child's bill.

Health Assessment & Sports Physical:

Health Assessment: A current health assessment, within one (1) year of registration, is required for children sixth (6th) grade and under. If a current health assessment is not available at registration, it must be completed within 30 days of enrollment. Health Assessments are good for three (3) years, as long as the child does not have any major health changes.

Sports Physical: No child/youth will be authorized to practice or participate in sports/games until a valid physical has been furnished. The form must be signed by a licensed health professional and certify the child/youth is physically fit to participate in chosen sport(s) and address any pertinent medical condition and/or constraint such as asthma, heart murmur, and allergies. The sports physical must remain current throughout the sports season.

CYS Screening Tool:

Parents must complete the Army Child & Youth Services Screening Tool, to screen all children for any medical or educational diagnosis. This information is required during initial and annual registration. Upon identification of any special accommodations, supporting medical or educational documentation must be submitted with the screening tool. All documentation is forwarded by CYS to the Army Public Health Nurse (APHN) for review. If your child/youth has a disability, requires accommodations or other diagnosis based on the APHN review, the parent/guardian will be required to participate in the Multidisciplinary Inclusion Action Team (MIAT):

- Autism
- Behavior Conduct Disorder
- Diabetes
- Epilepsy/Seizure Disorder
- Other Medical or Educational Concerns

Multidisciplinary Inclusion Action Team (MIAT):

The Multidisciplinary Inclusion Action Team/Special Needs Accommodation Process (SNAP) is a multidisciplinary group that explores installation childcare and youth supervision options for children who have been diagnosed with life-threatening conditions, functional limitations or behavioral/psychological conditions.

The team determines childcare and youth supervision placement and considers feasibility of program accommodations and availability of services to support child/youth needs. Parent participation is crucial to the success of the MIAT/SNAP. Every effort is made to accommodate children/youth with medical or educational diagnosis. However, CYS will complete program evaluations to determine if the child can be accumulated in to care without behavior, safety or health concerns.

Special Diet Statement (SDS):

Children/youth with life threatening food allergies or special dietary needs must provide a special diet statement (SDS) from their health care provider specifying (1) which foods the child cannot consume, (2) the resulting allergic reaction if ingested, and (3) any allowable food substitutions, if applicable. Children/youth may not be eligible for services without appropriate documentation. Children/youth who have special diets due to religious reasons must have parent signature to validate religious accommodation. SDS specifying which foods should be eliminated as well as allowable substitutions. For additional information, please contact Parent Central Services.

Medical Action Plan (MAP):

Maintaining the health and safety of every participating child/youth in CYS programs is of utmost importance. If the child/youth have a medical condition/diagnosis, such as allergies or asthma, that may require him/her to take medication while participating in an activity, the parent/guardian will be asked to have a MAP completed. MAPs are valid for one year (or until notified of health status changes) based on the date signed by physician. This plan is completed by the child's/youth's health care provider to ensure CYS staff is aware of the diagnosis, medication and the necessary course of treatment for the child/youth.

Removal of any medical or educational diagnosis identified requires documentation from child/youth Licensed Independent Practitioner.

Reasonable Accommodation:

A determination of appropriate caregiving practices or medical procedures that can be accomplished in a program to support participation of children/youth with a special need in a program.

Reasonable Accommodations do not:

- Impose an undue hardship on the installation or Army.
- Fundamentally alter the programs with the accommodation
- Pose a direct threat to staff or children/youth in the program.



The waiting list is centralized for all CYS patrons requiring full day or part day care through <https://militarychildcare.com>. All patrons will be required to register with MilitaryChildcare.com in order to be placed on any waitlist for childcare.

Priority is given in accordance with the DoD Directive 6060.02 and AR 608-10. Priority for filling spaces will be as follows:

- 1) **Priority 1:** The first priority for qualifying children from birth through age 12, in order of precedence from highest to lowest within priority 1, is children of combat-related wounded warriors, child development program direct care staff, single military service members on active duty or dual active duty service member couples, active duty service members with a working spouse (including a DoD Civilian spouse), single DoD Civilian employees paid from APF or NAF, dual DoD Civilian employee couples, DoD Civilians with working spouse who is not a DoD Civilian, and surviving spouses of military members who died from a combat-related incident.
- 2) **Priority 2:** The second priority for full-time care will be given equally to qualifying children from birth through age 12 of active duty military service members, DoD Civilian employees paid from APF and NAF, surviving spouses of military members who died from a combat-related incident, and those individuals acting in loco parentis on behalf of the aforementioned eligible patrons, where a nonworking spouse or, in the case of a DoD Civilian employee, a same-sex domestic partner, is actively seeking employment. The status of actively seeking employment must be verified every 90 days.
- 3) **Priority 3:** The third priority for full-time care will be given equally to qualifying children from birth through age 12 of active duty military service members, DoD Civilian employees paid from APF and NAF, surviving spouses of military members who died from a combat-related incident, and those individuals acting in loco parentis on behalf of the aforementioned eligible patrons, where a nonworking spouse or, in the case of a DoD Civilian employee, a same-sex domestic partner, is enrolled in an accredited post-secondary institution. The status of post-secondary enrollment must be verified every 90 days.
- 4) After meeting the needs of parents in priorities 1, 2, and 3, CYS will support the need for full-time care for other eligible patrons, such as active-duty military service members with nonworking spouses, DoD Civilian employees paid from APF and NAF with nonworking spouses or same sex domestic partners, eligible employees of DOD contractors, Federal employees from non-DoD agencies and military retirees, on a space available basis.

Expectant mothers are encouraged to register through <https://militarychildcare.com> and place the unborn child on the waitlist. Sponsors are subsequently responsible for updating and maintaining their status on MilitaryChildcare.com. Militarychildcare.com will require patrons to note the estimated date of birth for the unborn child, patrons will be required to update every 30 days through militarychildcare.com to remain active on the waitlist.

Note: waiting lists for Middle School and Teen programs, instructional programs, and sports programs are filled on a first come, first served basis, based on vacancies.

Viable Childcare: CYS intent is to provide at least one viable space within CYS program capability. A viable space is defined as any opening within CYS delivery system to include CDC, SAC, and FCC homes. Regardless of the availability of spaces, all patrons requesting childcare will be referred to MilitaryChildcare.com (MCC) to create a household profile and request care.

Middle School & Teen Registration:

Middle school/teens may self-register as a guest for CYS programs by completing the one-page registration form. Forms are available at youth services facilities. Youth may attend the regular Youth Programs (not field trips or special events until registration is finalized) as a guest member immediately upon receipt of completed form. CYS staff will validate the registration form. If registration is not validated within 5 working days from receipt of form, youth's guest membership will be cancelled. Once registration is validated and, if required, DA 7625-1 is completed and returned, an annual pass will be issued to youth. Some special events and field trips may cost a nominal fee for participation in these events.

SECTION 3 – DAILY OPERATIONS:

Program Orientation:

All program directors are available to address any concerns you might have. In the event that you still have concerns please refer to the chain of command chart on page 14. We hope that your concerns can be met at your facility level. Parents must attend an orientation prior to the first day in any CYS program. Orientation dates and times are specific for each CDC, FCC home and School Age facility.

The CYS staff or FCC provider will discuss programs, health and administrative procedures, parent involvement, and provide other information pertinent to the programs. Parents need to plan on spending approximately 45 minutes for the orientation. Please note a change in any program or activity will result in a modified orientation which will include completion of new forms, i.e. USDA food forms, infant form and behavior forms. Parents using the CDC, School Age or Youth Services sites may tour the facilities and meet the staff prior to child/youth beginning care.

Daily Admissions/Release Procedures:

Children enrolled in CYS facility-based programs must swipe their CYS key fob in and out at the front reception desk. Under no circumstances should a parent/designee move beyond the front desk without first swiping in. After swiping in they may proceed to the classroom. Upon entering the classroom, the parent/designee will sign the child in. Only parents or parent designees are allowed to pick up children unless prior written documentation is furnished to the staff, allowing someone else to pick up the child/youth. Parent designees are required to produce identification. Parents will not be denied access to their child/youth, including the right to pick up the child/youth, unless a copy of a custody agreement or court restraining order relinquishing such parental right, is on file at facility and CYS Parent Central Services.

Release designees must be 13 years old or older (verification of age is required).

School Age staff who bus youth to and from school will call roll and swipe the cards for those children into the facility. Parents are responsible for notifying the SAC staff when their child/youth is not attending a program or will be absent from school.

Middle School/Teen (MST): Parents must notify the staff if child/youth enrolled in Clubhouse program will not be attending the program or will be absent from school. Youth who participate in Open Recreation may do so without parental permission. Youth utilizing open recreation are permitted to leave the facility at any time. Youth Services is not responsible for monitoring the outdoor areas of the Youth Activities Center unless there is a scheduled outdoor activity option posted on the day's calendar.

FCC Home: parents/designee must sign their child into the FCC home upon arrival, annotating his/her name, date, time, and parent signature. Parents of hourly care children will also provide a valid phone number where the parent can be reached. The provider will ensure that all children are properly signed in before the parent/designee departs the home. The provider may sign

school age children in and out from school to walk to/from the FCC home and school, or to leave the FCC home to walk home.

If it is suspected that the parent or designee picking up the child/youth is under the influence of alcohol or drug paraphernalia, the child/youth will not be released, and the military police will be contacted.

Denial of Services:

CYS takes reasonable precautions to ensure a healthy environment. The staff will observe child/youth for signs of illness or symptoms of contagious disease upon arrival and departure. Parents or designee must pick up their child/youth that becomes ill while in care within 1-2 hours of being notified. Children/youth who are ill or show signs of fever will be screened and may be denied admission based upon the following symptoms:

Inability to participate in daily activities or Illness such as:

- Temperature above 100.5° F (38.06° C) for children 3 months or younger, or above 101.0° F (38.3° C) for children older than 3 months
- Impetigo - Red oozing erosion capped with a golden yellow crust that appears stuck on
- Scabies - Crusty wavy ridges and tunnels in the webs of fingers, hand wrist and trunk
- Ringworm - Flat, spreading ring-shaped lesions • Chicken pox - Crops of small blisters on aired base that become cloudy and crusted in 2 to 4 days
- Head lice - Whitish-grey clots (nits) attached to hair shafts
- Culture - proven strep infections that have not been under treatment for at least 24 hours
- Conjunctivitis (pink eye) - Red watery eyes with thick yellowish discharge
- Persistent cough, severe diarrhea or vomiting
- Symptoms of other contagious diseases such as measles, mumps, hepatitis, and strep infections
- Pinworm infestation

Re-Admission after Illness:

Re-admission following illness. Child/youth may return to programs when they feel well enough to participate in usual daily activities and the following conditions exist:

- Contagious stage of illness has passed after treatment has begun and parents produce documentation that child can return to program.
- Child is able to function in the program setting.
- Fever has been absent for 24 hours without the aid of fever reducing medication.
- Nausea, vomiting, or diarrhea has subsided for 24 hours. . Parents have administered the first dose of the medication prescribed for the illness. Child must be on oral medication at least 24 hours before the CYS staff will start to administer medication.
- Chicken pox lesions are crusted.
- Scabies is under treatment.
- Lice are under treatment.
- Pinworm treatment has occurred 24 hours before re-admission.
- Lesions from impetigo are no longer oozing and are under treatment.
- Conjunctivitis is under treatment and eyes are no longer discharging.
- Hand and foot mouth disease-fever subsides usually 2 to 3 days; rash is not contagious.
- Child has completed the contagious stage of the illness and physician's note.

Children wearing casts, slings, have concussions/head injuries or stitches must have a written statement from a healthcare provider with the level of participation allowed prior to returning to care.

Basic Care Items:

Acceptable basic care items are limited to topical items used for the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Products such as these are limited to those identified in AR 608-10 and must be approved by the Food and Drug Administration (FDA). Aerosol spray, products with benzocaine and/or belladonna, and talc basic care items are not acceptable for use in CYS.

The child's parent/guardian will provide the "basic care item" with a written, dated, and signed IMCOM Form 33 (Basic Care Item Consent to Administer) stating reason for use, frequency, amount, expiration date of item and location of application. The IMCOM Form 33 will be reviewed/updated by parent/guardian annually or when a basic care item is added or discontinued.

Basic care items will be in their original container and stored out of reach of children. Each item should have the child's first and last name legibly written on it, as well as on the outside of the bag.

Contact your CYS program or FCC Provider for a listing of approved basic care items.

Administration of Medication:

Children will not be forced to take medication.

- Requests for CYS staff to administer medication that is not on the approved medication list for children with special needs must be submitted to Parent Central Services. Request will be forwarded to the Army Public Health Nurse (APHN) to review and concur.
- Only prescribed antibiotics, antihistamines, decongestants, and topical medications from health care providers and U.S. medical treatment facilities may be administered to child/youth who are enrolled in full-day, part- day or regularly scheduled school-age programs.
- Medications not on the approved medication list must have an approved medication Exception to Policy through IMCOM to ACSIM. Medications that are prescribed as needed (PRN) will not be given in programs, with the exception of rescue medications.
- Parents/guardians will complete and have the health care provider sign the corresponding Medical Action Plan (MAP) for the required rescue medication. All medications must be in the original container, have a current prescription label and be accompanied by a proper dosing syringe/cup/spoon.
- A child/youth must be taking the medication for at least 24 hours prior to re-admission into a CYS program. Parents/Guardians will complete and sign a CYS Medical Dispensation Record, DA Form 5225-R, for each approved medication to be administered. A parent/guardian must complete and sign the form before medication can be administered. This policy will be discussed during the parent/guardian orientation. For additional clarification please contact your child/youth program.
- If a child is receiving medication for over 30 days, it is required that the label on the bottle be current (i.e., the bottle must have a date that is within 30 days). If a medication bottle is maintained at the CYS program and there is also a bottle for home use, the label on the bottle in the CYS program must indicate that the medication has been refilled within the last 30 days. Medication must be in the original container with a childproof cap. Containers and their labels must be kept clean and information written on the container must be legible.
- No medication will be administered by CYS staff on an “as needed” basis.
- Medication will be stored in a locked cabinet. Only authorized individuals will be allowed to remove and administer medications. Medications requiring refrigeration will be isolated within the refrigerator in a separate, secured container. No over-the-counter medications will be dispensed by staff, FCC Providers or coaches.
- Permanent medication for children attending camps may be given to camp staff in weekly increments for dispensing with the exception of those medications that the Army Public Health Nurse has deemed the parent must provide daily (i.e. Ritalin) providing it is in the original container. The staff will return all empty medication containers to parents for disposal.

Rescue Medication:

Rescue medications are given to prevent or lessen potential life-threatening reactions of medical condition. They will be administered only within full day, part time care and school age programs. Medications required by children with special needs attending hourly programs and part day pre-school will be determined on a case-by-case basis. Medication must be provided at time of orientation. Care will be denied if rescue medication is not provided to childcare facility.

Self-Medication:

Youth in grades 6-12 who attend full day Middle School and Teen (MST) programs are eligible to self-medicate. A physician's certification is required for children in 6th-12th grade to self-medicate. The APHN and MIAT team will review youth's medical documentation before self-medication is permitted.

Rest and Nap Times:

Child/youth enrolled in CDC and FCC full day programs or hourly care may have a rest period. Normally, child/youth can nap or rest. However, others may engage in some quiet activities appropriate for quiet time.

Personal Items:

Clothing: Weather appropriate clothing should be worn for children to participate in indoor and/or outdoor activities. Please dress children in comfortable leisure clothing appropriate for play. Be mindful, children may participate in messy developmental activities during the day such as art, water and sand play.

Shoes: Children/youth footwear should have rubber soles and be suitable for all activities. For safety NO OPEN TOED SHOES, such as flip-flops, strapless shoes or wedge heels are not permitted.

Jewelry: Due to the potential for posing a choking/safety hazard, accessories such as earrings, rings, bracelets, necklaces, and barrettes/beads are not permitted for children under three years of age, or for children who are in multiage rooms with children under three years of age. Excessive jewelry should be avoided.

Bedding/Pillows: Children 5 years and younger may bring personal items from home such as a blanket and pillow for programs/activities that incorporate nap time. They may also bring a stuffed animal that helps them relax and go to sleep. Children/youth 6 years and older may bring personal bedding/sleeping bag/pillow during special events. Items should be stored in cubbies/locker until designated rest period. Items should be clean and laundered regularly.

Toys/Electronics: Children 10 and younger may not bring personal items from home. Children/youth 11 years and older may bring their personal electronics (handheld games, phones, etc.) but do so at their own risk. CYS will not be responsible for loss or damage to personal items.

Lost and Found: Contact your child/youth facility for items lost and found. To decrease the number of lost items please label all items brought to the facility with child's first and last name.

Diapering/Toilet Training:

Diapers: For health and sanitation reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when the use of disposable diapers creates a health risk for the child and the parent/guardian submits a health care provider's statement to that effect. Diapers are checked and changed promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child's first and last name.

Toilet Training: Toilet training is a natural developmental process. Peak readiness is typically at 2 ½ years but will vary with each child. We will not force children to use the toilet, nor will we punish a child for lapses in toilet training. Planning a consistent toilet routine for home and center will go a long way in helping your child accomplish this developmental milestone. You must provide sufficient changes of clothing and training pants.

Dental Health/Tooth Brushing:

To promote good dental health, CYS programs provide children the opportunity for tooth brushing and gum cleaning (for infants) at least once daily when two or more meals are served. The use of toothpaste is optional.

Activity Transitions:

Children/Youth are always supervised closely to maintain visibility and access to children. Monitoring by all CYS staff and FCC providers is essential during transition periods, arrivals, departures and employee shift changes.

Developmental Transitions:

Children develop at different stages, when it is necessary to transition them to the next room or age group for their growth and developmental the parent and staff will discuss the child transition schedule. Transitions occur at a minimum of one week but sometimes it may be more or less time for the child to get acclimated to their new environment. During the transition, parents will be kept informed of the child's progress and welcomed to see the classroom to ensure the transition is smooth.

Celebrations (Birthdays/Holidays/Special Events):

CYS recognizes religious, ethnic and seasonal celebrations are part of many traditions. With all the diversity of events, coordinate with your individual program director for a list of events. Coordination is necessary for appropriate item(s) for celebration and varies based on age and development stages of child/youth.

Special Events: During the year CYS sponsors special events such as the Month of the Military Child, Army Birthday Celebration and festivals. Special Opening for childcare is available for balls, meeting and briefings that occur after normal operating hours. Special Openings must be coordinated in advance through Parent Central Services at a minimum of two weeks' notice.

Emergencies Closure/Evacuations/Mobilization:

In the event of emergency, mobilization, or other contingency in which the facility needs to be evacuated. CYS staff will follow a written Emergency Action Plan (EAP). Children/youth may be moved to designated evacuation sites for safety and supervision if the emergency is not post-wide and only affects one facility. Parents/guardians and military police will be notified. Specific information can be obtained from your local CYS program. Childcare will be provided only for mission essential personnel during post closures at the CDC, SAC, FCC programs or pre-approved Kids on Site location. Hazardous road conditions dictate bringing in only sufficient staff to cover the communities' needs. In the event of illness, emergency, or facility closure, CYS will make every attempt to contact the parent/guardian. If the parent/guardian cannot be located to pick up the child/youth, the following procedures will be implemented:

- The emergency notification child release designee on record will be called. If the center is unable to contact him/her, the next designee listed will be called.
- If none of the designees can be contacted, the military police will be notified, and their procedure will be followed in reference to locating the parent/guardian who has custody of the child/youth.

Minor Accidents/Emergencies:

In the event of a minor accident resulting in injury to a child/youth requiring medical treatment, CYS staff will immediately contact emergency services followed by notification of the parents/guardians. CYS personnel or FCC providers will accompany the child/youth immediately to the nearest emergency room by ambulance. The staff or provider will remain with the child/youth until the parent/guardian arrives at the hospital. All CYS programs are required to complete a Command Critical Incident Report (CCIR) within two hours of notification.

CYS policy requires written incident/accident reports for falls, scratches, bruises, bites and scrapes that occur while your child/youth is in our care, to include emergency situations. Parents/guardians will be informed of the incident/accident and will be asked to sign the report. All reports are kept in the child's/youth's folder and child abuse allegations are reported to higher headquarters.

Transportation Policy:

CYS staff are trained to operate government vehicles to safely transport children/youth on and off post. Safety passenger rules must be always adhered to. Please review rules with your child/youth. Failure to follow these safety rules may result in the suspension of a child's/youth's transportation privileges.

- Seat belts must be always worn in minibuses. Buses will not move until everyone is buckled up.
- Everyone must remain seated and facing forward on buses. Buses will not move until everyone is properly seated.
- Inside voice is to be always used in vehicles.
- Eating, chewing, and drinking are prohibited in vehicles.
- No objects (including body limbs) shall be extended out a window.
- Littering is prohibited. Trash should be placed in designated trash containers.

Field Trips:

As part of the curriculum, field trips and nature walks are scheduled to local sites to augment our developmental programming. All field trips receive input from families, child/youth and staff to offer planned activities in conjunction with community service projects. Field trip sites are visited by staff prior to the scheduled trip. Parents/guardians will be informed in advance of the trip and will be required to sign a permission form for each child/youth participating in the trip. Ratios will be maintained by paid staff and may be supplemented with other adults such as parents or volunteers. Please consult the program director for additional field trip information.

Food and Nutrition:

FCC homes and CDC programs provide all infants jar food, cereal and teething biscuits. FCC homes and CDC programs offer ready to feed iron-fortified formula for infants in full- and part-day programs. These specific USDA CACFP approved formulas are free of cost and parents/guardians have the option to decline. Parents/guardians are responsible for preparing bottles and providing an adequate number of bottles labeled with the date and child's first and last name. Glass bottles are not allowed, and all bottles must have caps.

Medications or cereal may not be mixed with formula, unless otherwise indicated in the SNAP/MIAT care plan due to medical reasons. Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for children over 12 months. Infants (under 12 months) will be fed individually and according to the infant's feeding plan. Infant Feeding Plans are based on USDA CACFP guidelines and are established by the parent and recommendations of the child's physician or other qualified health professional.

Family Style Dining:

CYS programs sit and dine “Family style” with children/youth in FCC homes and centers. The exception SAC and YC programs serve buffet-style meals. Family style dining promotes expanded language and cognition skills, builds fine motor skills and models appropriate eating habits while fostering social interactions. Family style dining promotes emotional development. It is developmentally age appropriate for children/youth to participate in cleaning and setting tables, preparing meals, serving themselves (with staff assistance if needed) and assisting with clean-up after meals.

Parent Participation /Incentives Program:

CYS encourages parents to volunteer in their child’s/youth’s program whenever possible. This allows the parent to have firsthand knowledge of how the children/youth spend their day, assists the program in providing essential individual attention to the children/youth, and fosters closer relationships between the program and the parents. The parent participation program allows parents/guardians to earn points by volunteering/participating in pre-approved activities on post or off post.

Parents/guardian can earn a 10% monthly fee reduction per child, for each 10 hours of Parent Participation Points. Check with your child’s program activity on activities you can complete to earn your 10%.

Parent Education: Regularly scheduled classes are offered at our CYS facilities which include some of the following (1) child guidance and discipline (2) special needs awareness, (3) character counts, (4) toddler biting (5) toilet training and (6) developmental level of children. For additional training check with your child’s facility.

Parent Conferences: Parents are encouraged to attend parent conferences. Conferences provide parents/guardians means of communicating with those who provide direct care to their children on a regular basis. It offers a great opportunity for Parent/Guardians to learn program information while discussing their child’s/youth’s developmental progress.

Mission Related Extended Hours:

CYS childcare programs support patrons that have mission requirements, mobilization, deployment, contingency or TDY responsibilities after normal duty hours. To the extent possible, CDC support unit requirements for childcare during training exercises and alerts. CDC operating hours for full-day care will reflect installation variable duty hours. Other childcare programs provided for extended hours are FCC Extended Hours and Long-Term Care homes and trained CDC baby-sitters. Extended hours per operations are according to the Installation’s Child Youth Operations Plan (ICOP). Families are not charged for approved Army mission related extended hours care. Families must provide written validation confirming the mission related extended hours care. The Soldier’s Unit/Sponsor’s Supervisor will provide documentation to qualify for approved mission related extended hours care to the center-based program staff or FCC Provider.

After Hours Care:

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

SECTION 4: PAYMENTS AND REFUNDS:

Childcare Tax Statements:

Childcare Tax Statements are available on our website <https://webtrac.mwr.army.mil> or at any CYS location.

Total Family Income (TFI):

All earned income, including wages, salaries, tips, special duty pay (flight pay, active-duty Demo pay, sea pay), and active duty save pay, long-term disability benefits, voluntary salary deferrals, retirement or other pension income, including SSI paid to the spouse and VA benefits paid to the surviving spouse before deductions for taxes.

Total Family Income calculations must also include quarter's subsistence and other allowances appropriate for the rank and status of military or civilian personnel, whether received in cash or in kind. For dual military living in government quarters, include BAH RC/T of the senior members only. The local BAH rate is located at <http://www.defensetravel.dod.mil/suite/bah.cfm>

DOCUMENTATION NEEDED TO DETERMINE TFI:

- Military Sponsor's current Leave and Earnings Statement (LES)
- Civilian Sponsor's current LES if employed fulltime or 2 most recent LES if employed part-time
- Spouse/Partner's current LES or paystub if employed fulltime or 2 most recent LES or paystub if employed part-time
- Schedule C (IRS return) from previous year to demonstrate wages from self-employment
- Letter from employer if Spouse/Partner has not worked one full month. The letter must include rate of pay and anticipated average number of employment hours in order to calculate an annual pay estimate. Pay stub must be submitted following the first month of employment. Families who fail to show proof of TFI are charged Category 9 parent fees. If the required documents are provided at a later date, the TFI Category is adjusted accordingly, and new fees are effective from the date the documents are provided.

Fees for Blended Married Families and Fees for Legally Separated Families will be based on the TFI of the household. Fees for Legally Separated Families are contingent on a legal separation document or a Battalion Level Commanders notarized statement stating the Sponsor is legally separated.

Annual TFI **WILL NOT** be adjusted between re-registration years UNLESS:

- Unemployed spouse/partner finds paid employment
- Family is granted a Financial Hardship/Extenuating Circumstances Reduction
- Annual Internal Review Audit documents inaccurate documentation of TFI or Fee changes
- Special circumstances (e.g., change from full time to part time, furlough, etc.)

Parent fees **WILL BE** adjusted when:

- The family moves to a new TFI Category at annual re-registration or when unemployed spouses secure employment.
- Child/youth transitions 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 FCC, etc.
- Army Fee policy directs a fee change
- A Request for Financial Hardship Waiver is approved
- A TFI calculation error places families in a higher TFI Category. Retroactive credit (from the date of the error) will be applied to the family household. When the TFI calculation errors result in underpayment, families are notified that fees will be adjusted during the next re-registration, unless the mistake is determined to be fraudulent.

Program Fees:

CDC, FCC and SAC payments are due the 1st and 15th of each month. A one-time \$10.00 per child late payment fee will be assessed on the 6th business day of each missed payment cycle. Late payments for full or part time care, including before and after school care will result in a notice of suspension of services when fees are not paid in full by the 2nd billing date of the month. Services will be suspended on the last day of the month until the fees are paid in full, or a hardship waiver/payment plan is approved by the garrison commander. Services may be terminated when fees are not paid in full, or a financial hardship waiver is not approved.

Payments for Instructional Classes are due by the 18th of each month. If the 18th falls on a weekend or Federal Holiday, the due date is the Friday prior. Failure to pay will result in the child being removed from the program.

Subsequent to initial enrollment, payments may be made at any CYS facility or by visiting www.webtrac.mwr.army.mil.

Payment Options:

Credit/Debit Card (VISA, MasterCard or Discover) Military Star Card, Auto Debit, Personal Check, Money Order and Cash

PARENT FEE REDUCTIONS/INCENTIVES

Deployment Support Services: Deployed contingency operations receive a 20 percent reduction to fees for regularly scheduled full day or part day childcare and respite hourly care (16 free hours per child), depending on the specified deployment benefits criteria.

Soldiers assigned to a Warrior Transition Unit (WTU), deployed rotational forces, and deployed non-rotational forces may also be eligible for respite hourly care. Survivors of Fallen Soldiers receive hourly care for immediate Family of the deceased for a period of 4 weeks after burial. Please contact Parent Central Services for to determine eligibility or for additional information regarding Deployment Support Services

Multiple Child Reductions (MCR): A 15% MCR is applied when more than one child is enrolled in regularly scheduled childcare programs or seasonal youth sports offered by CYS. The

MCRs for childcare and youth sports are determined separately and may not be combined. MCRs are not applied to Contractor employees assigned to TFI Category 9A, Hourly Care, SKIES Unlimited fees, or School Age occasional user fees.

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

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

FCC Fee Incentive: FCC Parent Fee Assistance represents a savings to families over Army CDC and SAC fees for designated TFI Categories. This savings is an incentive to encourage more families to use FCC Homes as their primary source of childcare. Contact Parent Central Services for additional information on FCC Parent Fee Assistance.

Extended Duty Child Care Fee Assistance: Provided at no additional cost for short term childcare (generally up to 3 hours/day) beyond FCC regularly scheduled care hours (based on Sponsor's typical duty day/care requirements). A written validation statement is required from the Soldier's unit/Sponsor's Supervisor to the FCC Provider to qualify.

Hourly Care fees: The Standard Army-wide hourly care rate is \$5 per hour, per child for ALL CYS programs regardless of Total Family Income (TFI) category. Multiple Child Reductions do not apply to hourly care. Hourly care payment is due at the time of pick-up. Failure to make the payment will result in termination of availability of childcare services. Same day or walk-ins may be accepted on a space available basis. Reservations for hourly childcare can be made 14 days advance.

CYS WEBTRAC Payments: CYS payments may be made at any CYS facility or by visiting www.webtrac.mwr.army.mil.

Late Pick-Up Fee: CDC and SAC programs have a late pick-up fee of \$1.00 per minute up to 15 minutes, per Family, per site, regardless of the number of children in care at that site. For example, a Family who has two children in the CDC and one child in SAC will pay a \$15 late pickup fee at each site if pick up is 15 minutes after closing. When the family is later than 15 minutes, the Family is charged \$5.00 per child, per site, for the remainder of the hour. CYS emergency procedures will be followed when a child/youth is left at the program one hour after closing the program.

Late/Delinquent Payments: Payment for regularly scheduled Full Day, Part Day/Part Time and Before/After School Care is due by the 5th business day of the payment cycle.

Courtesy reminder by front desk staff and payment reminders are in place during swipe in/swipe out for semi-monthly billing cycles.

Delinquent Accounts (CDC and School Age Services): Failure to pay within 2 billing cycles, will result in a **DD 139 (Pay Adjustment Authorization)** being forwarded to the Finance and Accounting Office for wage garnishment of the entire amount. Patron will lose his/her space and will be required to re-apply for care through <https://militarychildcare.com>.

Financial Hardship Waiver: Families whose childcare fees are 25% or more of their Total Family Income (TFI) are eligible to request a hardship review. Families must demonstrate a need for a childcare fee reduction due to financial hardship based on a review by an Army Community Service financial counselor. The counselor will provide a recommendation for a fee reduction to the Garrison Commander or designee for approval. Fee Adjustments for Financial Hardships must be re-evaluated at least every six months. Fee adjustments for financial hardship do not apply to Hourly Care, Youth Sports or SKIES Unlimited Instructional Classes.

Leave/Vacation Options: During the membership year/re-registration process, families must select either a 2 or a 4-week Leave/Vacation fee option for each child to be used during non-attendance days.

- Vacation must be taken in a minimum increment of five consecutive workdays.
- FCC fees are annualized for a two-week Leave/Vacation which reserves the child's space during non-attendance days.
- Patrons provide the program/provider with a written Leave/Vacation notice at least two weeks in advance. If extenuating circumstances require less of a notice, the patron can provide a written request to the CYS Coordinator for consideration.
- The option chosen must be used during the registration year and cannot be carried over into the next year.
- Families who opt for 4 weeks of Leave/Vacation, pay a higher monthly fee than families who chose the 2 weeks fee option. Leave/vacation options are available to patrons enrolled in CDC/FCC programs.

Withdrawal/Out-processing: Parents are required to provide a minimum of 2-weeks' notice in writing prior to withdrawal. This notice should be given to the Center Director, Assistant Director, or front desk staff. Failure to submit written notification will result in on-going fee assessment.

Absenteeism: *No credits or refunds are issued for child/youth absenteeism due to...regular childhood illnesses or injuries (two weeks or less)*

CYS program closures due to inclement weather, staffing training (no more than 2 days year), or special installation circumstances determined by the Garrison Commander (GC), withdrawal except in situations approved by the CYS Coordinator where the child/youth has not started the class and for unused leave/vacation. Sponsors requesting refunds for circumstances outside the scope of this policy must submit their justification in writing through the program director to the garrison commander.

Refunds: Refunds are authorized for:

- Program closures for repair or renovation when an alternate care setting is not provided. Unexpected, prolonged child absence due to family emergency or extended illnesses

- Extenuating circumstances (Garrison Commander's decision).
- Withdrawal from a regularly scheduled childcare program or Youth Sport (occurring before mid-season of the sport) upon receipt of PCS orders.

Refunds may be processed on site, contingent on availability of funds, or may require a check issued by Finance.

SECTION - 5 - CURRICULUM AND PROGRAMS:

CYS programs and facilities offer a wide variety of activities and opportunities for children and youth between the ages of 6 weeks and 18 years. All toys, equipment, and activities are developmentally appropriate for the children/youth participating.

Children/youth should spend part of each day, weather permitting, outside. Playgrounds, open fields, and basketball courts are examples of where these types of activities may occur.

For detailed information on the Developmental Characteristics of Children, please read “Ages and Stages of Development” (Appendix E).

Child Development Centers (CDC)/Family Child Care (FCC) Homes:

Creative Curriculum is the authorized curriculum used in CDCs/FCC for children ages 0–5. The Teaching Strategies (TS) Gold developmental assessment, Checkpoints, will be used to document the progress of children. All activities will be developmental in nature and recognize children’s individual differences by providing an environment that encourages self-confidence, development of self-help, life skills, curiosity, creativity, and self-discipline as outlined in the Creative Curriculum. Learning activities encompass the following six domains: Social, Physical, Language/Literacy, Cognitive/Intellectual, Emotional and Cultural. Basic child routines such as mealtimes, clean-up times, nap time, rest times, diapering and toileting are integral parts of the curriculum. Daily specific lesson plans and schedules, along with weekly lesson plans, are posted in each CYS facility.

School Age Care:

Curriculum and programming centers around the school age five services areas: The Arts; Education Support and Career Development; Character and Leadership Development; Sports, Fitness and Recreation; Health, Wellness and Life Skills. Children will have input into activity choices to ensure the activities meet their needs and interests. Documentation of child input into activities is on file with the program. Program choices are designed and implemented to meet a variety of child interests to cover various skills, abilities and interest levels. Daily schedules/lesson plans will be flexible, provide stability without being rigid, allow children to meet their physical needs (e.g., water, food, restrooms) in a relaxed way, allow children to move smoothly from one activity to another, usually at their own pace, and facilitate transitions when it is necessary for children to move as a group. Program choices will be offered to help children develop skills in independent living and life planning, such as cooking, swimming, a variety of clubs and committees will be available to expand children’s interpersonal, speaking, and leadership skills.

Middle School/Teens:

The MST program uses a comprehensive youth development curriculum framework to ensure the physical, cognitive, social and emotional needs of youth are addressed. The framework is comprised of Five Service Areas to meet the core requirements. Youth will work together with staff to ensure they have input into activity choices. Activities must meet the needs and interests

of the youth. Intent is to have a combination of youth and adult choices in the lesson plan. Youth will help determine frequency. Activities will reflect the program's written philosophy and goals for youth in a prominent area. Program opportunities will be offered in life skills, citizenship, and leadership in the following program areas:

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

CYS encourage Families to share their culture, heritage and home throughout our curriculums.

Child and Youth Sports and Fitness Program:

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

The System is comprised of Four Service Areas to meet the core requirements:

- Team Sports
- Individual Sports
- Fitness and Health
- Outreach

Team Sports is offered for all children ages five and above in the following sports:

- Baseball/T-Ball
- Soccer
- Basketball
- A minimum of two additional team's sports offered at any time of the year (volleyball, dodge ball, cheerleading, tackle football, etc., based on community needs and interests). Individual Sports are offered in at least three locally selected sports. A minimum of one Fitness and Health option is offered anytime during the year such as healthy lifestyles, healthy eating, personal hygiene, etc. Fitness and Health programs focus on nutrition education/counseling and health promotion. These programs are implemented throughout the CYS system.

At least one other locally determined option i.e., aerobics, swimming laps, weightlifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.

Outreach programs are offered in CDC, SAC, MST, and FCC in four areas throughout the year.

- Intramurals (SAC/MST)
- Motor Skill Activities (CDC/SAC) i.e., Start Smart
- Skill Building Clinics (all)
- MWR Partnerships (SAC/MST) i.e., Gymnasium, Outdoor Recreation.

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

Core Programs:

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

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

School-Age Centers (SAC): (Ages 6-10 years) Offer before and after school programs, weekend activities during the school year, summer care and camps during school vacations. Care is provided by trained staff and operations are subject to DoD Certification.

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

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

Parent and Outreach Services Programs: (Ages 0-18 years) Parent Central Services offers registration, enrollment, records transfers, parent education classes, program information and referral services for families. Includes CYS Parent Advisory Board, non-traditional outreach services, and Parent on Site volunteer program.

Kids On-Site: (Ages 6 weeks-12 years) Offers short term hourly childcare for families using/attending Command Sponsored events, e.g., Strong Bonds, and Family Readiness Group

Events. Provided by CYS employees in a variety of on and off post settings that may include Family and Morale, Welfare and Recreation facilities, Chapels, Armed Forces Recreation Centers, Hotels, Schools, etc. Parents remain on site or are immediately available in an adjacent facility. Offers non-traditional outreach services to support families with children/youth whose primary care/educational setting is in their own home.

ImAlone Classes for enrolled children (11-15 years) whose parents have determined that they can be home alone during out of school hours, and Home School Services, e.g., use of CYS tech labs, multipurpose rooms, homework centers, instructional programs for educational purposes during school hours (when facilities are not in use) by children/youth who are home schooled and accompanied by their parents.

Parents On Site/Parent Co-Ops: (Ages 6 weeks-12 years) Offer support services for the operation and management of parent co-ops that exchange babysitting services, infant/toddler playgroups, and short-term care in unit settings by family members in one unit or organization for similar services at a future agreed upon time with family members in another unit or organization. Care is provided by parents with CYS staff assistance and operations are subject to DoD certification.

CYSitters/Trained Babysitters: (13years - adult) Offer formal training for teens and adults who provide short term hourly childcare in Families' own homes. Training covers skills needed to care for children and includes First Aid and CPR, program activities and the "business" of babysitting safely and appropriately. Trained CYSitters receive a certificate of completion and a wallet card and may be placed on the CYS babysitter referral list.

SKIESUnlimited Instructional Program: (Ages 3-18 years) Offers a range of out of school classes, e.g., music, dance, martial arts, gymnastics, technology, life skills, and SAT prep designed to complement, expand, and support the academic, life skills, and athletic experiences children and youth have within Army CYS Programs and Schools. Provided by CYS employees and contract instructors in a variety of settings which may include Child Development Centers, School Age Programs, MWR and Community Facilities and Schools.

Deployment Support Services:

National partners, (e.g., Army Recruiting command, Army Cadet Command, Military Entrance Processing Stations, 4-H, Boys & Girls Clubs of America, Military Child Education Coalition, Child Care Aware of America) provide support to geographically dispersed military families where they live. Programs and services are delivered by state teams comprised of local representatives from the partner agencies listed above.

Youth Technology Labs (YTLs): (Ages 6-18 years) Provides a safe, secure, and age-appropriate place where children and youth can engage in technology-based activities and programs; both key to linking youth with their deployed parents and serving as a vital component of CYS Home Work Centers and Mobile Tech Labs that support geographically dispersed children and youth.

Child Behavior Consultants: Provide on-site counselors in child and youth programs to offer non-medical, short term, situational, problem-solving counseling services to staff, parents, and children within CYS facilities, garrison schools and summer camps.

Respite Child Care: Offers respite childcare for parents to give them temporary relief from child rearing duties and allows them time to take care of personal business.

Community Based Programs Mission Youth Outreach: (Ages 6-18) Partnership between Army CYS and Boys & Girls Clubs of America providing children from families of reserve and active-duty personnel with a free membership at their local Boys & Girls Club. Reserve, National Guard, and Active-duty youth need to be able to connect with other youth in similar situations. The partnership delivers physical, emotional, social, and cultural programs for military youth living in civilian communities.

Mission: Youth Outreach supports military kids coping with the stress of having a parent or parents deployed by creating a network of youth who can empathize and help them cope with their new world of being suddenly “military.” Through a Joint Military Services initiative, military dependent children ages 6-18 can get pre-paid programs and services through their local Boys & Girls Clubs. Army Affiliated CYS Programs: (Ages 6 weeks-18 years) offer Child Care and Youth Programs at rates comparable to the Garrison for Army families living off-post in garrison catchment areas. Includes:

Army School Age Programs in Your Neighborhood for children ages 6-12 years, and *Army Youth Programs in Your Neighborhood* for youth ages 13-18 years. Programs are centrally funded and managed through an Army enterprise contract with a Third-Party Administrator that locates providers and administers the fee assistance program for parents using these services. Supplements, not replaces, Army operated on base Child and Youth Programs. Army Sponsored CYS Child Care Programs: (Ages 6 weeks-12 years) Offer childcare for geographically dispersed Families where they reside. Includes *Military Child Care in Your Neighborhood (MCCYN)* for Active Component Families and *Operation Military Child Care (OMCC)* for Reserve Component Families. Supplements, not replaces, Army operated on base childcare.

School Support Services:

(Grades K-12) The purpose of School Support Services is to reduce the conflict between military mission requirements and parental responsibilities related to K-12 education. School Support Services provides a variety of programmatic strategies and resources to achieve this mission and to support academic success and wellness for Army children and youth. School Liaison Officers (SLOs): have strong educational backgrounds and are located on each Army garrison. SLOs provide support to Garrison Commanders, Army families and school districts. SLOs advise garrison command staff on matters related to schools; assist Army families with school issues; communicate information and support services to Army families and schools; support Army families during school transitions; collaborate with school districts to build positive relationships and address issues that impact Army students; facilitate training for parents, schools, and garrisons; foster reciprocal transition practices among school districts and increase school transition predictability for Army families.

Homeschool Support: Provided to families who choose to homeschool their children. School Liaison Officers (SLO) gather and share information on homeschooling resources, local school policies and state laws to inform military families. They also facilitate access to CYS facilities

and program support, including access to computer labs and academic materials to support homeschooled students.

Homework Centers (K-12 grades): Create a safe and familiar before and after-school academic support environment in school-age centers and youth centers.

School Youth Sponsorship Programs: Ease school transitions in CONUS and OCONUS schools.

Tutor.Com: (K-1st Yr. College) Offers free, online tutoring services to dependent children of active-duty Army personnel, dependent children of deployed Army National Guard personnel, dependent children of deployed Army Reserve personnel, dependent children of Army Wounded Warriors/Survivors, inactive/part-time Army National Guard personnel and their dependents and inactive/part-time Army. Post-secondary preparation opportunities provide resources for students who desire to further their education beyond high school. Examples of these opportunities include test preparation software; testing dates and locations; list of scholarships available to military dependents; and information on available vocational programs, junior colleges and career building experiences.

Is Your Child Home Alone?



Minimum Level of Supervision

- **Children from birth to 4th grade** need direct supervision by a responsible adult at all times.
- **Children from 5th to 6th grades (at least 10 years of age)** can be alone for no more than 2 hours at a time. An adult must be aware of the child's location and activities, check-in with the child, and ensure the child knows how to properly handle emergencies.
- **Mature 7th and 8th graders** can care for themselves alone for up to 4 hours at a time if they know how to properly handle a small crisis and are able to contact a parent or responsible adult in case of emergency.
- **9th and 10th graders** can care for themselves alone for up to 6 hours at a time if they know how to handle a small crisis and are able to contact a parent or responsible adult in case of emergency.
- **11th and 12th graders (16 and 17 years of age)** can care for themselves alone for up to 10 hours. This includes overnight at home. "Overnight" is defined as: 10 p.m. - 5 a.m. Sun-Thurs
11 p.m. - 5 a.m. Fri-Sat

VIOLATIONS of this policy are referred to the Military Police. Parents may face child neglect actions as a result of violations.

To find the complete CYS Fort Bragg Home Alone Policy, visit:
<https://bragg.armymwr.com/programs/acs/family-advocacy/child-abuse>

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For supervised child care,
call Child and Youth Services
at (910) 396-8110

UNITED STATES ARMY
CHILD & YOUTH SERVICES



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, US ARMY GARRISON, FORT BRAGG
2175 REILLY ROAD
FORT BRAGG, NORTH CAROLINA 28310-5000

AMIM-BGW-A

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Installation Policy Letter #42 - Supervision of Children on Fort Bragg

1. References.

a. AR 608-18, The Army Family Advocacy Program, 30 Oct 07, Rapid Action Revision, 13 Sep 11.

b. AR 608-10, Child Development Services, 11 May 17.

2. Applicability. This policy applies to all children who live in quarters on Fort Bragg, use Fort Bragg installation facilities, walk or bike to and from school on-post, and wait at bus stops on Fort Bragg.

3. Purpose. To establish a Fort Bragg policy that ensures the safety of children by not leaving them unattended under circumstances involving potential or actual risk to the child's health or safety.

4. Definitions.

a. Responsible Adult. A person, like a child's parent or legal guardian, age 18 and older, who is reasonably expected to provide adequate supervision for a child.

b. Designated Responsible Adult. A person aged 18 and older who is reasonably expected to provide adequate supervision for a child and designated by the child's responsible adult.

c. Child. A person aged 17 and younger.

5. This policy memorandum supersedes Installation Policy Letter #42 - Supervision of Children on Fort Bragg, 18 Sep 19.

6. Policy. Responsible adults will be held accountable for their decisions regarding child supervision. Fort Bragg recognizes three levels of supervision:

a. Direct Supervision. Direct supervision requires an individual to be physically present within the line-of-sight of a child so as to immediately respond to the needs of

AMIM-BGW-A

SUBJECT: Installation Policy Letter #42 - Supervision of Children on Fort Bragg

something or someone. A zero to nine-year-old child will be provided direct supervision at all times. While a 13–17-year-old child may provide the supervision for siblings, it is strongly recommended they first successfully complete the Army Child and Youth Services (CYS) babysitter certification class or equivalent course. A 13-17-year-old child may also provide the supervision of non-siblings, but they must first successfully complete the Army CYS babysitter certification class or equivalent course. A 13-14-year-old child will provide direct supervision for no more than 4 consecutive hours per 24-hour period.

b. Monitored Care. Monitored care means the responsible adult is aware of a child's location and activities and ensures the child has the knowledge and capability to act in emergency situations. A 10-12-year-old child may be unsupervised up to 2 consecutive hours in a 24-hour period. To facilitate a timely response to emergency situations, the child must know how and be able to contact the responsible adult or the designated responsible adult who lives in close proximity of the monitored child's home. They must check in with the child as circumstances dictate but not less than once every two hours.

c. Self-Care. Child must be mature and competent in-home alone skills and be able to contact the responsible adult or the designated responsible adult in case of emergency. Competence in home alone skills includes possessing the necessary physical, emotional, intellectual and social skills to respond appropriately to a small crisis (such as being locked out of the house or losing electricity), or an emergency (fire, severe weather, accidents requiring first aid). It also includes possessing a level of maturity and discipline to follow rules or guidelines established by the responsible adult. For children ages 13-14-years-old, the level of supervision is self-care, which is not more than four consecutive hours of unsupervised care. Children 15-years-old level of supervision is also considered self-care and permitted not more than six consecutive hours unsupervised care. Children 16-17-years-old is self-care and allowed for no more than 10 hours of unsupervised care. Children, ages 16-17, may also be under self-care overnight in their assigned quarters. Overnight is defined as 2200 - 0500 Sunday through Thursday and 2300 - 0500 Friday through Saturday.

7. It is the responsible adult's responsibility to provide the appropriate level of supervision for their children. This policy uses age as the primary factor in establishing an appropriate minimum level of supervision. However, the responsible adult must always use good judgment and common sense in deciding whether the child's maturity and ability to care for oneself dictates a greater degree of supervision.

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SUBJECT: Installation Policy Letter #42 - Supervision of Children on Fort Bragg

8. A violation of this policy will be referred to the Incident Determination Committee per AR 608-18, para 2-3, for a determination as to whether the circumstances constitute child neglect. Additionally, violations of this policy may result in adverse administrative and punitive action.

9. The point of contact for this policy is the School Support Services office at (910) 396-8110.

Encl
Child Supervision Age Matrix, 23 Jun 22

JOHN WILCOX
COL, CA
Commanding

DISTRIBUTION:
Special (Electronic Media Only)

CHILD SUPERVISION AGE MATRIX							
Sponsors and parents are responsible for the welfare and safety of children in the military community. Each child is unique. Personality, environment, developmental progress and maturity level are factors used to determine when children are ready to accomplish activities with little or no supervision. Sponsors and parents are responsible for making this decision. The following are minimum community standards. These guidelines apply to all Military, DOD and Invited Contractors personnel living on post.							
Age of Child	Required Supervision	Left Alone in Quarters	Left Alone Overnight	Play Outside Unattended	Left in Car Unattended	Child Sit Siblings	Child Sit Others
Newborn - 5 years old	Requires close supervision at all times	NO	NO	NO	NO	NO	NO
6 - 9 years old	Direct Supervision Required	NO	NO	YES With immediate access (visual sign and hearing distance) to adult supervision. May not walk alone to and from school or school bus stop.	NO	NO	NO
10 - 12 years old	Indirect Supervision Required This is a transitional time and children are accepting more responsibility; however they continue to require indirect supervision. Sponsor should know child's location and activities. Emergency contact available.	YES 10-12 year olds up to TWO/2 hours. Must have access to indirect supervision (parent, responsible adult, checking with parent by phone)*	NO	Yes With ready access to adult supervision. Parent checks on the child or has the child check in with parent, or responsible adult hourly. Ready access can be accomplished with cell phone. Must be 30 minutes or less to respond to the child in crisis. May walk unaccompanied to/ from school or school bus stop with a buddy identified as 10 or older.	YES Not more than ten minutes and the keys MUST be removed and parking brake applied.	YES 12 year olds Up to 4 hours during daylight hours.	NO
13 - 14 years old	Children continue to need to know how to access Sponsor and guidance for emergency situations. Sponsors are responsible for their children and their actions.	YES For up to FOUR/4 consecutive hours of unsupervised care with ready access to responsible adult supervision*	NO	Yes With access to adult supervision. Parent checks on the child or has the child check in person or by phone every 2 hours. Parent must know child's location and activity and respond to the child within 1 hour.	YES	YES Up to 4 hours during daylight hours.	YES Limit up to 4 hours. Not overnight. Babysitter Course Required. /
15 years old	Children continue to need to know how to access Sponsor and guidance for emergency situations. Sponsors are responsible for their children and their actions.	YES No longer than SIX/6 hours with unsupervised care.	NO	Yes With access to adult supervision by phone or a designated caregiver within 2 hours. Contact must be made every 3 hours.	YES	YES	YES May sit up to 9 hours, not overnight. Babysitter Course Required.
16 - 17 years old	Sponsors are responsible for their children and their actions as long as Family Member status is maintained.	YES No more than TEN/10 consecutive hours of unsupervised care. May also be under self-care overnight in assigned quarters.	YES Indirect Supervision	Yes Overnight is defined as 2200-0500 Sunday through Thursday and 2300-0500 Friday through Saturday.	YES	YES	YES Babysitter Course Required.
<p>This policy uses age as the primary factor in establishing an appropriate minimum level of supervision, however; the parent must use good judgement and common sense in deciding whether the child's maturity and ability to care for one's self dictates a greater degree of supervision</p> <p>American Red Cross Babysitter's Training Course: POC 396-1231 and/or CYS Services Babysitter Training: POC 396-8110 is required to care for any minor child sitting children other than Immediate Family members. Home Alone Self Care: POC 736-8122. To report violations of this policy that may constitute child neglect, please call the US Army Military Police 910-396-0391/0392.</p> <p>*Unless there is a pattern of behavioral misconduct indicating otherwise</p>							

Appendix B

Appendix C

Statement of Understanding Child and Youth Services Personnel

Standards of Conduct and Accountability in
Child and Youth Services (CYS) Programs

I understand that:

1. I am responsible for providing guidance in accordance with (IAW) CYS Policy by using knowledge, skills and abilities to identify appropriate and inappropriate behavior of children/youth based on their age and social/emotional development. I will role-model and explicitly teach problem-solving strategies, impulse control, empathy and acceptance of self and others as well as pro-social behavior.
2. I will never use corporal/physical punishment, psychological abuse or coercion as an acceptable form of guidance. Guidance will never be punitive in nature. Children will not be punished physically or verbally for lapses in toilet training or refusing food. I will never punish children/youth by any of the following: spanking, pinching, dragging or grabbing, shaking, or other corporal punishment; isolation, time away/timeout, or overly punitive restrictions; confinement in closets, boxes, or similar places or locked seclusion; manual, mechanical, or chemical restraint; humiliation, demeaning, shaming, verbal abuse, taunting, teasing, degrading language or activities, or psychological pain; deprivation of meals, hydration, snacks, outdoor play opportunities, or other program components; aversive stimuli; forced physical exercise to eliminate behaviors; punitive work assignments; punishment by peers; or group punishment or discipline for individual behavior. Restricting the use of specific play materials and equipment, or participation in a specific activity will be based on the developmental age and social/emotional development of the child and if it poses a safety concern for the child or others.
3. I am responsible for knowing the boundaries for appropriate and inappropriate touching that are established to ensure that CYS personnel have a clear understanding of what is acceptable and what is not. These boundaries are specified in the Standards of Conduct and Accountability SOP.
4. If an allegation of abuse/neglect is made against me, it will be grounds for immediate closure of my Family Child Care (FCC) home or reassignment outside of CYS until the investigation is completed.
5. I am responsible for supervising Infants, Pre-toddlers and Toddlers by sight and sound at all times, including when sleeping. Mirrors and video monitoring do not replace direct sight and sound supervision. Preschool and kindergarten children are supervised by sight most of the time, with the exception of brief periods when children cannot be seen but still heard, as long as I check frequently on children who are out of sight (e.g. child using the toilet independently, child in a library area). Kindergarten and School-age children may leave my supervision for brief periods, so long as they are in a safe environment (such as going to a hall bathroom) but must be within sight and/or hearing most of the time. Middle School and Teen youth are supervised by monitoring areas where youth are engaged in

activities and requires that I move throughout the facility.

6. I am responsible for maintaining specific accountability for each Child Development Center (CDC)/Family Child Care (FCC) child in my group or each School Age Center (SAC)/Middle School Teen (MST) youth in my facility. I will follow the systems in place to account for children and youth at regular intervals, especially during periods of transition in CDC/SAC and during off-site activities based on risk assessment analysis. If I observe a child slipping away from or leaving his/her primary care group or discover a youth in an off-limits area within the facility, I will notify the primary caregiver. These instances are not considered abuse/neglect. I am part of a team and am responsible for assisting my teammates as needed.

7. I will conduct or participate in a face-to-name count of children conducted once per hour in CDCs and during transitions in and out of the classroom. I will monitor all School Age children and Middle School/Teen youth while they independently move throughout the facility.

8. I must ensure the physical count of children/youth and/or the system that is used to monitor the whereabouts of children matches the number signed in (applies to direct care and management staff). I must ensure that the physical count of children/youth matches the number swiped into Child and Youth Management System (CYMS) (applies to management staff only).

9. I will focus my full attention on the children/youth in my care and will refrain from using personal electronic devices (to include cell phones, tablets, laptops and smart watches) while counted in ratio.

10. I am responsible for ensuring that all children/youth safely evacuate the building in the event of an emergency.

11. I understand that CYS facilities are under continuous video and audio surveillance through Closed Circuit Television (CCTV). I also understand that recordings may be used to substantiate or refute allegations of child abuse/neglect or employee misconduct, as a training aide, or to recognize positive performance.

12. I may be observed by a manager or Training Specialist as part of a documented training or performance observation any time during my duty hours, either in person or through the use of the CCTV System.

13. As a mandated reporter I will immediately and directly report to the Reporting Point of Contact (RPOC) and local Child Protective Services (CPS) (if located in the U.S.) any incident I witness which a reasonable person would consider child abuse or neglect.

14. If I witness an incident that a reasonable person would not consider child abuse or neglect, but is still a violation of this guidance, I will immediately verbally report it to my supervisor or other management staff, and follow up in writing.

15. I am responsible for completing reports on accidents, injuries to children/youth, or other unusual incidents that occur while I am on duty.

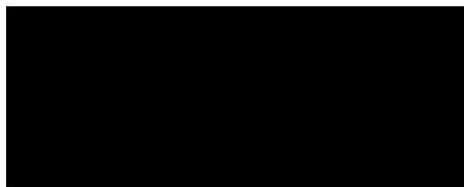
16. I will wear my appropriate color coded apparel (ensuring apparel can be seen at all times and from all angles) when caring for children/youth.

17. I will refrain from commenting, passing judgment, or providing guidance or input on sensitive topics with children/youth. I will encourage children/youth to reach out to a trusted family member or counselor for discussion.

18. The following Social Media and Electronic Communications are prohibited:

- Displaying in the workplace or any other place likely to embarrass or undermine the professional credibility of the CYS program or otherwise interfere with CYS operations, any material that is sexually explicit, provocative, inappropriate, inflammatory, or unprofessional. Such materials shall not be present on CYS premises.
- Communication to staff or children/youth that is unprofessional or inappropriate.
- Communication with children/youth through social media platforms except via the program's official social media pages (e.g. facebook, twitter).
- Communication with children/youth by email and messaging except via staff's .mil email address – all electronic communications with children/youth will have a parent and at least one other paid staff member on the cc line.
- Communication with children/youth by text message via a personal device.
- Sharing home or personal email, messaging, phone numbers or social media addresses with children/youth.
- Posting media to a personal social media site which includes non-familial children/youth enrolled in CYS programs.
- Use of Personal Electronic Devices while on duty.

19. I am required to immediately inform my supervisor/program director if I am charged with a crime referenced on the DD Form 2981 Basic Criminal History and Statement of Admission.



CYS PROFESSIONAL'S CREED

I am an Army CYS a professional trained in my duties. I serve Department of Defense Families who protect the nation by protecting their children/youth and ensure accountability for children/youth in my care.

I will always provide a safe, nurturing, and enriching environment. Never will I put children/youth in harm's way or allow others to do so. I will build trust with parents so they can concentrate on their mission. I will always treat Families with the dignity and respect they deserve. Army professionals are key members of the Army Team. I am an Army professional.

My signature acknowledges that I have read, understand, and will comply with the Caregiver's Creed and the Standards of Conduct and Accountability SOP on appropriate guidance, touching, interactions, social media, and accountability of children/youth, and my role in preventing and reporting child abuse or neglect in CYS programs.

In addition, my signature acknowledges I have read and understand:

- a. AR 608-10, sections pertaining to the Touch Policy and supervision of children, and other sections as directed by management;
- b. AR 608-18 Chapter 8, Out of Home Cases in DoD Sanctioned Activities;
- c. Latest CYS Multi-Disciplinary Team Inspection tool sections on Risk Management and Supervision; and
- d. My Position Description, which states my designation as a mandated reporter of child abuse or neglect.

I understand that failure to comply with these policies may result in adverse disciplinary action taken against me.

Year 1:

_____ CYS Personnel Signature	_____ Print Name	_____ Date
----------------------------------	---------------------	---------------

Year 2:

_____ CYS Personnel Signature	_____ Print Name	_____ Date
----------------------------------	---------------------	---------------

Year 3:

_____ CYS Personnel Signature	_____ Print Name	_____ Date
----------------------------------	---------------------	---------------

Appendix D



It's up to all of us to protect children and teens.

Everyone should report known or suspected child abuse and neglect.

Call 911 or military law enforcement if a child is in immediate danger.

- *Call your installation's Reporting Point of Contact (RPOC) at: (910) 907-4813/4814.**
- *Call your nearest Family Advocacy Program office at (910) 907-6128.**
- *Call your local law enforcement office at (910) 907-4813/4814.**
- *Call your local Child Protective Services (CPS) office at** (910) 677-2450 (Fort Bragg Main)
(910) 814-6662 (Linden Oaks)

If there are concerns about child abuse or neglect in a Defense Department facility, call the DOD's Child Abuse and Safety Hotline to find out how to report: 877-790-1197; OCONUS: 571-372-5348.

Note: This is not a reporting hotline and is not available 24/7.

**Mandated reporters are required to report known or suspected child abuse and neglect to the installation's RPOC and local CPS (if located within the United States) whether the abuse/neglect is occurring on or off an installation.*

For more information, visit
MilitaryOneSource.mil/end-child-abuse.



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Ages and Stages of Development

Care About Quality was published by the California Department of Education in 2000 found at <https://www.cde.ca.gov/SP/CD/re/caqdevelopment.asp>. Excerpts from that article are below.

Developmental stages

As your child grows, you may find yourself searching for clues to her behavior. As a parent, you may hear the words “developmental stages.” This is just another way of saying your child is moving through a certain time period in the growing-up process. At times, she may be fascinated with her hands, her feet, and her mouth. As she grows, she may get into everything. Lock your doors and cabinets, and take a deep breath during those exploration years! Then there will be an age when independence is all she wants. At every stage, what she needs is your love, understanding, and time.

Learning styles

Children learn in many different ways. Each child has his own way of learning—some learn visually, others through touch, taste, and sound. Watch a group of children and you’ll understand at once what this means. One child will sit and listen patiently, another cannot wait to move and count beads. Another wants you to show her the answer over and over. Children also learn in different ways depending on their developmental stage. One thing we know is all children love to learn new things by exploring and discovering. Children love to solve problems during play and in daily activities.

Ages and stages

Depending upon the age of your child, his learning style and personality, your child will have different needs. The first five years are especially crucial for physical, intellectual, and social-emotional development. Keep your child’s personality and age in mind when looking for child care experiences and activities. The following pages provide insight into a child’s developmental stages from birth through fourteen years.

Birth to eighteen months: an overview

In the first eighteen months after birth, an infant makes miraculous progress. In this relatively short time span, an infant sees her world through her senses. Babies gather information through touch, taste, smell, sight, and sound. To help infants mature and learn, the caregiver should stimulate but not overwhelm them. The overall goal is not to “teach” your baby but to interact and explore her world with her. Older infants are on the move. They take great pleasure in discovering what they can do with their voice, hands, feet, and toes. Soon they practice rolling skills, crawling, walking, and other great physical adventures. Through “the eyes of a child,” here is what you might expect during the first eighteen months.

One month

What I’m Like: I can’t support my own head and I’m awake about one hour in every ten (though it may seem more).

What I Need: I need milk, a smoke-free environment, a warm place to sleep, hugs and kisses, and to hear your loving voice. It’s not too early to sing or read to me. The more you talk and introduce different things to me, the more I learn.

Three months

What I’m Like: My hands and feet fascinate me. I’ll laugh and coo at them and you. I’m alert for 15 minutes, maybe longer, at a time. I love to listen to you talk and read to me.

What I Need: Talk to me, feed me, and sing to me. My favorite songs are lullabies. Cuddle me. I need fresh air, a ride in a stroller. Give me things to pull and teethe on.

Five months

What I'm Like: I may be able to roll over and sit with support. I can hold my own toys. I babble and am alert for two hours at a time. I can eat most baby food. Put toys just out of my reach and I will try to reach them. I like to see what I look like and what I am doing.

What I Need: Make sure I'm safe as I'm learning to crawl. I need happy sounds, and I like to be near you. Dance with me, tickle me, and tell me about the world you see.

Nine months

What I'm Like: I'm busy! I like to explore everything! I crawl, sit, pull on furniture, grasp objects, and understand simple commands. I like to be with other babies and I react to their happiness and sadness.

What I Need: I need locks on cabinets with medicines, household cleaners, or other dangerous things. Put away small sharp objects. I need touches, nutritious food, and educational toys to keep me busy.

Twelve months

What I'm Like: I may be able to pull myself up and sidestep around furniture. I may begin walking. I make lots of sounds and say "Mama" and "Dada." I'm curious about flowers, ants, grass, stones, bugs, and dirt. I like to get messy, 'cause that's how I learn. My fingers want to touch everything. I like to play near others close to my age but not always with them. If I'm walking, please walk at my pace.

What I Need: I need lots of cuddling and encouragement. I need a safe place to move around as I will be getting into anything I can get my hands on. Read to me again and again. Sing our favorite songs. Give me freedom to do most things—until I need help. So please stay near.

Twelve to eighteen months

What I'm Like: I like to eat with a spoon, even if I spill. And I will spill, spill, spill. I will explore everything high and low, so please keep me safe. I may have temper tantrums because I have no other way of expressing my feelings or frustrations. Sometimes I'm fearful and cling to you. I like to have evening routines: music, story, and bath time. I like balls, blocks, pull toys, push toys, take apart toys, put together toys, and cuddles. Sometimes I say "No" and mean it. By eighteen months I can walk well by myself, although I fall a lot. I may jump. I say lots of words, especially the word "mine"—because everything is mine! I like it when we play outside or go to a park. I like being with other children. I try to take off my shoes and socks. I like to build with blocks.

What I Need: Let me touch things. Let me try new things with your help, if I need it. I need firm limits and consistency. Please give me praise. The more you talk with me, the earlier I will tell you how I feel and what I need. I need you to observe me and to understand why I'm upset or mad. I need your understanding and patience. I want a routine. I need you to not mind the mess I sometimes make. I need you to say I'm sorry if you made a mistake. And please read to me over and over again!

The Toddler's Creed

If I want it, it's mine. If I give it to you and change my mind later, it's mine. If I take it away from you, it's mine. If it's mine it will never belong to anybody else, no matter what. If we are building something together, all the pieces are mine. If it looks just like mine, it's mine.

Eighteen months through two years: an overview

During the next stage of life, your child is beginning to define himself. Look for child care activities that spur his imagination and vocabulary. During the toddler years, children get into everything, so do your best to keep your child safe from a potential accident. Yet, realize accidents do happen even to the most careful parents and children.

Two years

What I'm Like: I am loving, affectionate, and responsive to others. I feel sorry or sad when others my age are upset. I may even like to please you. I don't need you so close for protection, but please don't go too far away. I may do the exact opposite of what you want. I may be rigid, not willing to wait or give in. I may even be bossy. "Me" is one of my favorite words. I may have fears, especially of sounds, separation, moving household objects, or that big dog.

What I Need: I need to continue exploring the world, down the block, the parks, library, and stores, etc. I like my routines. If you have to change them, do so slowly. I need you to notice what I do well and PRAISE me. Give me two OK choices to distract me when I begin to say "No." I need you to be in control and make decisions when I'm unable to do so. I do better when you plan ahead. Be FIRM with me about the rules, but CALM when I forget or disagree. And please be patient because I am doing my best to please you, even though I may not act that way.

Three through five years: an overview

During the preschool years, your child will be incredibly busy. Cutting, pasting, painting, and singing are all daily activities. When your child starts kindergarten around age five, make sure home and child care activities include learning numbers, letters, and simple directions. Most public school kindergarten programs are usually only a few hours a day. You may need care before and after school. It is never too early to begin your search.

Three years

What I'm Like: Watch out! I am charged with physical energy. I do things on my own terms. My mind is a sponge. Reading and socializing are essential in getting me ready for school. I like to pretend a lot and enjoy scribbling on everything. I am full of questions, many of which are "Why?" I become fairly reliable about using the potty. I may stay dry at night and may not. Playing and trying new things out are how I learn. Sometimes I like to share. I begin to listen more and begin to understand how to solve problems for myself.

What I Need: I want to know about everything and understand words, and when encouraged, I will use words instead of grabbing, crying, or pushing. Play with me, sing to me, and let's pretend!

Four years

What I'm Like: I'm in an active stage, running, hopping, jumping, and climbing. I love to question "Why?" and "How?" I'm interested in numbers and the world around me. I enjoy playing with my friends. I like to be creative with my drawings, and I may like my pictures to be different from everyone else's. I'm curious about "sleepovers" but am not sure if I'm ready yet. I may want to be just like my older sister or brother. I am proud that I am so BIG now!

What I Need: I need to explore, to try out, and to test limits. Giving me room to grow doesn't mean letting me do everything. I need reasonable limits set for my own protection and for others. Let me know clearly what is or isn't to be expected. I need to learn to give and take and play well with others. I need to be read to, talked to, and listened to. I need to be given choices and to learn things in my own way. Label objects and describe what's happening to me so I can learn new words and things.

Five years

What I'm Like: I'm slowing a little in growth. I have good motor control, but my small muscles aren't as developed as my large muscles for jumping. My activity level is high and my play has direction. I like writing my name, drawing pictures, making projects, and going to the library. I'm more interested now in doing group activities, sharing things and my feelings. I like quiet time away from the other kids from time to time. I may be anxious to begin kindergarten.

What I Need: I need the opportunity for plenty of active play. I need to do things for myself. I like to have choices in how I learn new things. But most of all, I need your love and assurance that I'm important. I need time, patience, understanding, and genuine attention. I am learning about who I am and how I fit in with others. I need to know

how I am doing in a positive way. I understand more about things and how they work, so you can give me a more detailed answer. I have a big imagination and pretend a lot. Although I'm becoming taller, your lap is still one of my favorite places.

Six through eight years: an overview

Children at this age have busy days filled with recess, homework, and tear-jerking fights with their friends. They begin to think and plan ahead. They have a thousand questions. This age group has good and bad days just like adults. Get ready, because it's only the beginning!

Six years

What I'm Like: Affectionate and excited over school, I go eagerly most of the time. I am self-centered and can be quite demanding. I think of myself as a big kid now. I can be impatient, wanting my demands to be met NOW. Yet I may take forever to do ordinary things. I like to be with older children more than with younger ones. I often have one close friend, and sometimes we will exclude a third child.

What I Need: This might be my first year in real school. Although it's fun, it's also scary. I need you to provide a safe place for me. Routines and consistency are important. Don't accept my behavior one day and correct me for the same behavior tomorrow. Set up and explain rules about daily routines like playtime and bedtime. I need your praise for what I am doing well. Since I may go to before-and after-school care, help me get organized the night before. Make sure I have everything ready for school.

Seven years

What I'm Like: I am often more quiet and sensitive to others than I was at six. Sometimes I can be mean to others my age and younger. I may hurt their feelings, but I really don't mean to. I tend to be more polite and agreeable to adult suggestions. By now I am conscious of my schoolwork and am beginning to compare my work and myself with others. I want my schoolwork to look "right." If I make mistakes, I can easily become frustrated.

What I Need: I need to tell you about my experiences, and I need the attention of other adult listeners. I really want you to listen to me and understand my feelings. Please don't put me down or tell me I can't do it—help me to learn in a positive way. Please check my homework and reading assignments. Let me go over to my friends and play when possible. I still need hugs, kisses, and a bedtime story.

Eight years

What I'm Like: My curiosity and eagerness to explore new things continues to grow. Friends are more important. I enjoy playing and being with peers. Recess may be my favorite "subject" in school. I may follow you around the house just to find out how you feel and think, especially about me. I am also beginning to be aware of adults as individuals and am curious about what they do at work. Around the house or at child care, I can be quite helpful.

What I Need: My concept of an independent self has been developing. I assert my individuality, and there are bound to be conflicts. I am expected to learn and read and to get along with others. I need support in my efforts so that I will have a desire for achievement. Your expectations will have a big impact on me. If I am not doing well in school, explain to me that everyone learns at a different pace, and that tiny improvements make a difference. Tell me that the most important thing is to do my best. You can ask my teachers for ways to help me at home. Problems in reading and writing should be handled now to avoid more trouble later. And busy eight-year-olds are usually hungry!

Nine through eleven years: an overview

Children from nine to eleven are like the socks they buy, with a great range of stretch. Some are still "little kids" and others are quite mature. Some are already entering puberty, with body, emotions, and attitude changes during this stage. Parents need to take these changes into account when they are choosing child care for this age group. These children begin to think logically and like to work on real tasks, such as mowing lawns or baking. They have a lot of natural curiosity about living things and enjoy having pets.

What I'm Like: I have lots of energy, and physical activities are important to me. I like to take part in sports and group activities. I like clothes, music, and my friends. I'm invited to sleepovers and to friends' houses often. I want my hair cut a certain way. I'm not as sure about school as I am about my social life. Those of us who are girls are often taller and heavier than the boys. Some girls may be beginning to show signs of puberty, and we may be self-conscious about that. I feel powerful and independent, as though I know what to do and how to do it. I can think for myself and want to be independent. I may be eager to become an adult.

What I Need: I need you to keep communication lines open by setting rules and giving reasons for them, by being a good listener, and by planning ahead for changes in the schedule. Remember, I am still a child so don't expect me to act like an adult. Know that I like to be an active member of my household, to help plan activities, and to be a part of the decision-making. Once I am eleven or older, I may be ready to take care of myself from time to time rather than go to child care. I still need adult help and encouragement in doing my homework.

As children enter adolescence, they want their independence. Yet they still want to be children and need your guidance. As your child grows, it's easier to leave him at home for longer periods of time and also ask him to care for younger children. Trust your instincts and watch your child to make sure you are not placing too much responsibility on him at one time. Talk to him. Keep the door open. Make sure he is comfortable with a new role of caregiver and is still able to finish his school work and other projects.

Eleven through fourteen years: an overview

Your child is changing so fast—in body, mind, and emotions—that you hardly know her anymore. One day she's as responsible and cooperative as an adult; the next day she's more like a six-year-old. Planning beyond today's baseball game or slumber party is hard. One minute she's sunny and enthusiastic. The next she's gloomy and silent. Keep cool. These children are in process; they're becoming more self-sufficient. It's Independence Day!

What I'm Like: I'm more independent than I used to be, but I'm quite self-conscious. I think more like an adult, but there's no simple answer. I like to talk about issues in the adult world. I like to think for myself, and though I often feel confused, my opinions are important to me, and I want others to respect them. I seem to be moving away from my family. Friends are more important than ever. To have them like me, I sometimes act in ways that adults disapprove of. But I still need reasonable rules set by adults. However, I'm more understanding and cooperative. I want nothing to do with babysitters—in fact, if I'm mature enough I can often be by myself or watch others.

What I Need: I need to know my family is behind me no matter how I may stumble in my attempts to grow up. This growing up is serious business, and I need to laugh and play a lot to lighten up and keep my balance. I need you to understand that I'm doing my best and to encourage me to see my mistakes as learning experiences. Please don't tease me about my clothes, hair, boy/girl friends. I also need privacy with my own space and things.



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

AMIM-WRC
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Child and Youth Services (CYS)
Standards of Conduct and Accountability
Standing Operating Procedures

1. PURPOSE: To establish procedures outlining the Standards of Conduct and appropriate guidance, touching, and accountability of children and youth enrolled in CYS programs.
2. SCOPE: This Standing Operating Procedure (SOP) applies to all CYS personnel, to include employees, Family Child Care (FCC) Providers, contractors, and volunteers.
3. REFERENCES:
 - a. Army Regulation (AR) 608-10, Child Development Services, dtd 11 May 2017
 - b. AR 215-1 (Military Morale, Welfare, and Recreation Programs and Nonappropriated Fund Instrumentalities), dtd 24 Sep 2010
 - c. AR 215-3, Nonappropriated Fund Personnel Policy, dtd 7 May 2024
 - d. AR 608-18, The Army Family Advocacy Program, dtd 30 Oct 2007
 - e. Installation Management Command Regulation (IMCOM) 608-10-1, CYS, dtd 28 Feb 2023
 - f. Secretary of the Army (SA) Memorandum, SUBJECT: Ensuring Adequate Supervision of Child, Youth and School Services (CYSS) Employees and Programs, dtd 8 Nov 2013
 - g. Deputy Chief of Staff, G-9 Memorandum, SUBJECT: Problematic Sexual Behaviors in Children and Youth (PSB-CY), dtd 17 May 2024.
 - h. Army CYS Operational Guidance for Behavior Support, dtd Apr 2016
 - i. AR 690-752, Disciplinary and Adverse Actions, dtd 10 Feb 2022
4. RESPONSIBILITIES: CYS managers will ensure that all CYS personnel read this SOP and sign the Statement of Understanding and Acknowledgement of the Standards of

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Conduct and Accountability of Children/Youth in CYS Programs SOP (encl 1) upon completion of initial orientation training and annually, thereafter (for employees, this will occur during the annual performance appraisal).

a. CYS Coordinators will:

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

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

(3) Visit **all** programs bi-weekly (every 2 weeks) to ensure all prescribed risk management strategies to reduce the likelihood of institutional child abuse and neglect are understood and implemented by all CYS personnel. Coordinators with large programs (greater than 900 spaces) may designate a Program Operations Specialist or Child/Youth Administrator to make one of the prescribed visits in a month.

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

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

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

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

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

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

(10) Ensure parents receive pertinent and immediate information relating to any incident or condition related to the care of their children or youth.

(a) CYS management personnel will utilize any official means available (e.g., government phone, SMS text message, flyers, accident/incident report) based on the circumstances, to communicate with parents immediately and accurately.

(b) CYS management will provide notification to parents of medical emergencies, communicable diseases, unusual occurrences (injuries, biting, significant behavior changes, institutional abuse/neglect allegations involving their child, and sexual behavior incidents of impacted or exhibiting children, etc.), field trips, changes in personnel, procedural changes, non-arrivals, loss of accountability of their child, and installation emergencies.

(c) CYS management will provide notification, **on the day the incident is identified**, for medical emergencies, communicable diseases, unusual occurrences (injuries, biting, significant behavior changes, institutional abuse/neglect allegations involving their child, and sexual behavior incidents of impacted and exhibiting children, etc.), non-arrivals, loss of accountability, and installation emergencies.

(11) Maintain confidentiality.

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

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

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

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

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- (a) Family Advocacy Program **Clinical** (FAP-C).
- (b) Local Child Protective Services (CPS) (if located in the United States).
- (c) Law Enforcement (Military Police (MP)/Criminal Investigation Division (CID)).
- (4) Reassign personnel to a position outside of CYS or temporarily close the FCC Home if there is any allegation of child abuse or neglect. Ensure personnel are not returned to CYS or the FCC Home reopened until determinations are received from all investigating agencies (FAP-C, local CPS, MP/CID).
- (5) Propose progressive disciplinary actions, in coordination with Civilian Personnel Advisory Center's (CPAC) designated representatives, if warranted, after incidents resulting in loss of accountability of a child/youth.
- (6) Ensure systems are in place to:
 - (a) Document appropriate staff sign in/out.
 - (b) Ensure hourly child "face to name" accountability procedures are conducted in Child Development Centers (CDCs) by direct care staff.
 - (c) Monitor all School Age children and Middle School/Teen youth while they independently move throughout the facility.
 - (d) Maintain specific accountability for each CDC child by one staff member (although staff work as a team to be accountable for all children, each staff member is assigned to monitor specific children, especially during times of transition. This does not mean that children must accompany their primary caregiver throughout the day, but staff are required to account for all assigned children).
 - (e) Account for all children and youth at regular intervals, especially during periods of transition in CDC/SAC and during off-site activities, based on risk assessment analysis.
- (7) Fulfill their responsibility as mandated reporters to report all suspected incidences of child abuse, including those related to inappropriate touch, discipline, or lack of supervision to the RPOC and local CPS (if located in the United States).
- (8) **Ensure parents receive pertinent and immediate information relating to any incident or condition related to the care of their children or youth.**

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(a) Utilize any official means available (e.g., government phone, SMS text message, flyers, accident/incident reports) based on the circumstances, to communicate with parents immediately and accurately.

(b) Provide notification to parents of medical emergencies, communicable diseases, unusual occurrences (injuries, biting, significant behavior changes, institutional abuse/neglect allegations involving their child, and sexual behavior incidents of impacted and exhibiting children, etc.), field trips, changes in personnel, procedural changes, non-arrivals, loss of accountability of their child, and installation emergencies.

(c) Notification must be provided, **on the day the incident is identified**, for medical emergencies, communicable diseases, unusual occurrences (injuries, biting, significant behavior changes, institutional abuse/neglect allegations involving their child, and sexual behavior incidents of impacted and exhibiting children, etc.), non-arrivals, loss of accountability, and installation emergencies.

(9) Maintain confidentiality.

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

c. Direct care staff and FCC Providers will:

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

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

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

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

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

(6) Ensure management is notified of pertinent information relating to any incident or condition of children or youth in care. Provide notification to management, **on the day the incident is identified**, of medical emergencies, communicable diseases, unusual occurrences (injuries, biting, significant behavior changes, institutional abuse/neglect allegations, and sexual behavior incidents, etc.), non-arrivals, loss of accountability, and installation emergencies.

(7) Maintain confidentiality.

d. All other CYS personnel will:

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

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

(3) Ensure management is notified of pertinent information relating to any incident or condition of children or youth in care. Provide notification to management, **on the day the incident is identified**, of medical emergencies, communicable diseases, unusual occurrences (injuries, biting, significant behavior changes, institutional abuse/neglect allegations, and sexual behavior incidents, etc.), non-arrivals, loss of accountability, and installation emergencies.

(4) Maintain confidentiality.

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

a. Guidance: Child guidance shall be positive in nature. Positive guidance is based on a trusting relationship between children and adults. Helping a child to understand and decide what to do, rather than what not to do, is the basis for child guidance. Our role is to

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support each child's individual needs, thereby helping them to become confident, secure individuals with good problem solving and thinking skills.

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

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

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

(b) Isolation, time away/timeout, or overly punitive restrictions.

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

(d) Manual, mechanical, or chemical restraint.

(e) Humiliation, demeaning, shaming, verbal abuse, sarcasm, frightening a child, withholding affection, taunting, teasing, degrading language or activities, or psychological pain.

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

(g) Aversive stimuli.

(h) Forced physical exercise to eliminate behaviors.

(i) Punitive work assignments.

(j) Punishment by peers.

(k) Group punishment or discipline for individual behavior.

(3) Children need adults that provide nurturing, responsive caregiving especially

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

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

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

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

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

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

(9) Corporal/physical punishment, psychological abuse, and coercion are never an

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acceptable form of guidance and are not allowed. Guidance will never be punitive in nature.

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

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

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

(a) Appropriate touch is an essential part of providing care for children/youth and must be used in a caring and appropriate manner. Appropriate touch from caring adults is an important part of healthy development. It respects the personal privacy, space and preferences of others. Appropriate touch is gentle, positive, includes hugs, reassuring touches on the shoulder, and touches expressively appropriate to instruction, such as those instances where hands-on guidance is needed.

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

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

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child. The complaint/injury must then be documented, signed by the staff member, and discussed with parents by the Director or Assistant Director.

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

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

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

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

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

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

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

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

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

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c. Accountability: Supervision of children is defined as being aware of where children are at all times and applies to individual programs below.

(1) Child Development Centers.

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

(b) Direct care staff who are responsible for the care of the children enrolled in the group must be able to see and hear all infants and toddlers at all times. Direct care staff must be aware of, and positioned so they can see and hear any sleeping infants and toddlers for whom they are responsible for, especially when teachers are also actively engaged with children who are awake. All infants and toddlers must be easily heard and seen (if not in the direct line of sight, then by looking up or turning in place) at all times, including when children are sleeping, by at least one member of the teaching staff according to the National Association for the Education of Young Children (NAEYC) criterion 3.C.1. Direct-care staff must position themselves to always see and hear sleeping infants and toddlers (NAEYC 3.C.4). Direct-care staff who are responsible for the care and supervision of preschool age children must keep these children in sight most of the time, with the exception of brief periods (up to five minutes), in a safe environment (such as a preschool child's use of the toilet) when a child cannot be seen but can still be heard (NAEYC 3.C.5).

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

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

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member to maintain child accountability, this does not mean the child has been left unattended. Direct care staff will assist each other, as needed, regarding supervision responsibilities.

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

(2) Family Child Care.

(a) FCC Providers must provide appropriate supervision by sight and sound IAW CYS policies. The FCC Provider must actively monitor all activity areas and ensure children are never left alone with unauthorized adults.

(b) FCC Providers must have accountability practices in place to ensure that children are not left unattended in vehicles during field trips or transport to and from school.

(3) School Age Centers.

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

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

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

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

(6) Each incident resulting in a lack of a child/youth supervision that would not be considered by a reasonable person as child neglect will be reviewed individually, but disciplinary actions will remain consistent. AR 215-3, Table 7-1 (Penalties for delinquency or misconduct), AR 690-752, Chapter 3, Table 3-1 (Offenses and Penalties Guidance and Guide to Disciplinary and Adverse Actions) will be used as a guide. Penalties may range from a letter of reprimand up to separation. FCC Providers are subject to suspension or revocation of certification.

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

(8) A process will be in place to contact parents when enrolled children or youth do not arrive from home or school in a CDC, SAC, YP, or FCC home in order to ensure children/youth are safe.

d. Interactions with Children and Youth.

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

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

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

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

(3) All interactions with children and youth will occur during the child/youth's participation in the CYS program. CYS personnel will not meet or socialize with program

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children/youth outside of CYS programs unless there is a preexisting relationship between the CYS personnel and the child/youth's parent(s).

e. Social Media and Electronic Communication.

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

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

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

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

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

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

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

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

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

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

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

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

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

a. Employees will complete and submit the DD Form 2981 to the Non-Appropriated Funds (NAF) Human Resources office upon acceptance of the position. The DD Form 2981 will be resigned annually on the anniversary of the initial signing.

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

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

Encl

