

# PARENT HANDBOOK



UNITED STATES ARMY  
**CHILD & YOUTH SERVICES**

U.S. ARMY GARRISON  
ABERDEEN PROVING GROUND, MARYLAND  
DIRECTORATE OF FAMILY & MORALE, WELFARE & RECREATION  
CHILD & YOUTH SERVICES DIVISION  
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## SECTION ONE

### Welcome

August 2018

Welcome to Aberdeen Proving Ground (APG) Child & Youth Services (CYS). We are happy that you have chosen our program to assist you with your childcare and recreation needs. APG serves childcare options at both the Aberdeen and Edgewood Areas for children/youth of Active Duty & DoD Civilian sponsors, retirees, and contractors working on the installation.

This handbook is designed to provide an overview of our programs and policies. We welcome comments, suggestions and always have an open door policy to speak with any CYD Director should you have concerns.

Our goal is to build positive relationships with you and your child while promoting his or her intellectual growth, physical ability, and social skills.

Children learn best when they are allowed to explore, discover and **PLAY**. Our staff will focus on “**Learn through Play**” activities developmentally appropriate to your child’s age. Children actively involved in play engage independently, with a partner, or in a group. Play is closely tied to the cognitive, socio-emotional, and motor development of young children, and is an important part of our early childhood program. APG CYD incorporates Center on the Social and Emotional Foundations for Early Learning (CSEFEL) Pyramid Model. Staff focus on building positive relationships and use social/emotional teaching strategies when working with children and youth.

Many of our staff members have achieved post-secondary education and/or are working on receiving their Child Development Associate (CDA) Credential. The APG CYD programs understand the importance of keeping children safe and out of harm's way. The staff are trained in various areas of early childhood development; however, that does not guarantee accidents/injuries will not occur. The programs go to great lengths to address each injury and work to put practices in place to reduce accidents/incidents. When an accident/incident/injury occurs, the staff will call the parents immediately. In cases where the injury/incident could be life threatening, the program will call 9-1-1 for assistance. Please note\*\* -- when an Epi-Pen (rescue medication) is administered, the program will call 9-1-1. Our staff have extensive background clearances conducted to assure only the best qualified people care for your children/youth.

We thank you for partnering with the APG Child and Youth Services in the growth and development of your child or youth. We look forward to your visits and encourage you to become involved in the planned learning activities within the programs.

Sincerely,

*Tammy L. Ford*

TAMMY L FORD  
Coordinator



### **Mission, Vision, Philosophy and Goals**

The **Mission** of CYS is to promote readiness by reducing conflict between parental responsibilities and unit missions.

The **Vision** of CYS is to be the driving force for excellence in childcare, youth programs, school support for the Army, Department of Defense, and the Nation.

The **Philosophy** of CYS is to promote intellectual growth, physical ability, social, and emotional independence through a “Learn through Play” concept.

The **Goals** of CYS are to Achieve and sustain QUALITY by pursuing nationally recognized benchmarks and performance standards. Increase and sustain AVAILABILITY through on- and off-post childcare options. Maintain AFFORDABILITY for both Soldiers and the Army. Ensure ACCOUNTABILITY is achieved by requiring measurable outputs and outcomes. Increase RETENTION by positively influencing a Family’s decision to remain in the Army. Influence READINESS by allowing the Soldier to better concentrate on his/her job and Enhance RESILIENCY by providing positive growth and development support for children of Soldiers.

### **Child and Youth Program Associate (CYPA)**

Our caregivers obtain specialized training in child/youth development. The training begins before they provide care and continues throughout their employment. Mandatory training includes CPR, Safety, First Aid, administering medication, age-appropriate activities, child growth and development, developmentally appropriate practices, positive guidance, healthy nutrition, and child abuse prevention. Many staff members have received or are working on receiving their Child Development Associate (CDA) Credentials or their Army Youth Practicum. In addition to training, staff receive extensive background clearances and revivification checks every 5 years.

### **Teaching Strategies Gold-Curriculum**

Child & Youth Services uses the Teaching Strategies Gold Curriculum. The program’s focus encourages exploration of math, science, social studies, physical fitness, language/literacy, and social/emotional learning each day.

The School-Age Care (SAC), Middle School and Teen (MS/T) programs help youth develop and grow in positive ways. Appropriate activities promote the social, emotional, cognitive, and physical development of youth along with a partnership with 4-H and the Boys and Girls Club of America. The curriculum/resources from these two National programs and the Army requirement have implemented programs into four service areas: (1) Arts, Recreation and Leisure (2) Academic Support, Mentoring and Intervention (3) Life Skills, Citizenship and Leadership Opportunities, and (4) Sports, Fitness and Health.



### **Open Door Policy**

The programs of CYS maintain an “Open Door” policy. Parents are welcome and strongly encouraged to visit on a daily basis. Our staff is always willing to answer and share your child’s experiences in our programs.

## **SECTION TWO**

### **CYS Programs**

#### **Website**

For more information regarding APG CYS, please visit our website at:  
[http://www.apgmwr.com/family/youth\\_services.html](http://www.apgmwr.com/family/youth_services.html).

#### **Child Development Centers**

The Aberdeen Area (AA), Edgewood Area (EA), and Bayside (BA) Child Development Centers (CDC) offer a variety of care options for children 6 weeks to 5 years of age. Our centers are accredited by the National Association for the Education of Young Children (NAEYC) and certified by the Department of Defense (DoD). Our staff are trained in early childhood education and committed to providing you and your family a wonderful experience while here at APG. In addition to the goals of CYS, each facility works to create a safe, nurturing environment offering quality child care.

The AA CDC is located in Building 2485 and the phone numbers are 410-278-5748/3487.

The BA CDC is located in Building 2521 and the phone number is 410-278-4683.

The EA CDC is located in Building E1901 and the phone numbers are 410-436-2077/2692.

\*\*The hours of operation for all three centers are 0600-1800 hours, Monday through Friday and are closed on Federal Holidays, Garrison Commander-approved closings and CYS Training Days.

#### **School Age Care**

The School Age Care (SAC) program (located within the Aberdeen Area and Edgewood Area Youth Services, respectively) provides before- and after-school care for children in kindergarten through fifth grade with enriched, age-appropriate, child-centered activities. The program offers enrichment activities using the 4-H and Boys and Girls Club of America (BGCA) Curriculum. The SAC program is accredited by the Counsel on Accreditation (COA) and certified by the Department of Defense (DoD).

The AA YS SAC program is located in Building 2522 and the AA YS phone numbers are 410-278-9061/4995.

The EA YS SAC program is located in Building E1902, and the phone numbers are 410-436-2862/2098.



\*\*The operating hours during the school year for SAC are Monday through Friday, 0600-0845 and 1530-1800. During school out days, spring vacation Monday through Friday, 0600-1800 hours (during school days off, vacation breaks and the summer program).

### **Middle School/Teens**

The Middle School and Teen (MS/T) program provides before and after school, evening and weekend options for children in sixth through 12<sup>th</sup> grades. Activities are planned and facilitated to encourage skill level learning. A summer program provides a variety of activities and limited field trips. Middle School/Teens are able to enjoy the Open Recreation Program at the Aberdeen Area Youth Center.

The Aberdeen Area Youth Service (AA YS) is located in Building 2522 and the phone numbers are 410-278-9061/4995.

The Edgewood Area Youth Service (EA YS) is located in Building E1902 and the phone numbers are 410-436-2862/2098.

The operating hours are: 0600-0745 during school season; 1410-1800 hours after school; and 0600-1800 hours during non-school days.

Open Recreation Hours for MS/T are at the AA YS only.

### **Youth Sports and Fitness**

The Youth Sports and Fitness program provides support for children 2-1/2 – 18 years of age to encourage healthy life-long habits. Team sports are available with the participation of volunteer coaches and assistants. All coaches are trained and certified by the National Alliance of Youth Sports. The youth sports equipment and materials carry the National Operating Committee Standards (NOCSAE) for safety. For more information on our youth sports programs call 410-306-2297. The sports office is located in Building 2503, Room 206.

### **School Liaison Office (SLO)**

The School Liaison Office (SLO) program is a key component of CYC. The SLO program is located in Building 2503, Room 208. The SLO provides a communicative link between the military community and the local public school system. Tutoring information is also available. Call 410-278-2857 for more information.

## ***SECTION THREE***

### **Parent Central Registration Services**

Parent Central Services provides a one-stop registration office for all CYC programs. Parent Central offices are located in Building 2503, Rooms 210 and 211. Office Hours are: Monday-Friday, 0730-1600 by appointment only. To make an appointment you can call (410) 278-7571/7479. The PCS office is closed on all Federal Holidays, Garrison Commander-approved closings and CYC Mandatory Training Days.



### **Special Needs Services**

All efforts will be made to place children with special needs into our CYS programs. To ensure proper program placement and to meet the needs of your child, a Multi-Inclusion Assessment Team (MIAT) will meet with the parent and review the child's relevant medical history prior to the child's placement. The MIAT team members include Army Community Services, Child & Youth Services, and Army Public Health Nurses. The goal of this team is to learn about the specifics of your child's needs and ensure his/her placement will be met.

A MIAT meeting is necessary whenever a diagnosis changes or when the child moves from one program to another. Should a CYS program not be appropriate or able to meet your child's needs, then staff will work with the parent/guardian to assist with alternative care.

### **Parent Involvement**

Under AR 608-10, CYS programs are offered as a supplement to your childcare needs, not as an entitlement or substitute. We, at CYS, actively seek your involvement and welcome your comments and questions. We are committed to offering you a high-quality developmental program for your child. Together, we can provide the nurturing, positive environment that your child needs and deserves. Also at CYS, parents can be a part of the Parent Advisory Board (PAB). The PAB allows parents to participate in quarterly meetings to discuss common issues involving the parents and children. Special training may be conducted at some PAB meetings. For more information, contact the Outreach Services Director at 410-278-2572.

Parents are one of our program's most valuable resources. Parents make excellent contributions to the program each year. They have ranged from guiding children in woodworking, cooking, art, sports, etc., to participation on field trips, donations of materials/supplies and parent committees/meetings. Many parents are asked to be a part of our annual Multi-Disciplinary Team Inspection (MDTI) where parents have the opportunity to represent and review our programs: CYS Mobilization and Contingency (MAC) Plan, Installation Child & Youth Operation Plan (ICYOP) to mention a few.

Parent Education Workshops are scheduled throughout the year. We encourage you to participate and to offer suggestions for topics that are of particular interest to you.

Parent Surveys are conducted on a yearly basis. Please be sure to complete your survey, as this is your opportunity to be involved in program policy and guidance.

Parents are invited to visit at any time for sharing talents or hobbies and can be arranged by contacting your child's Program Lead or Facility Director. Please take every opportunity to share in these experiences. Should you desire a conference regarding your child, one may be scheduled during the day with the Director and your child's Program Lead. A Training and Curriculum/Program Specialist (TACS/TAPS) is also available to discuss your concerns and your child's needs. The CYS Chain of Command is as follows:

- Your child's assigned Child and Youth Program Assistant (CYPA)
- Your child's Lead CYPA or Program Advisory Lead
- Assistant Director or Training Specialist
- Director/Facility/Program Manager



- CYS Coordinator
- Director of Family and Morale, Welfare and Recreation (DFMWR)
- Deputy Garrison Commander
- Installation Commander

### **Parent Participation Program**

Here at APG, CYS provides a Parent Participation Program as a means of increasing parent awareness through parent involvement. Our goal is to enhance the quality of programs and strengthen the bond between the home and CYS. This program enables parents to earn credits by participating in various activities. Parents may earn a fee reduction for volunteering a minimum of 10 credit hours in any CYS full-day care program. Participation may occur in your own child's program or any other CYS program. Participation credits may accumulate from month-to-month until 10 hours are earned in order to receive a 10% reduction on one month's fees for one child (to be redeemed at the first of the month). Parent Participation Points cannot be distributed or transferred to other parents/Families or programs.

### **Patron Eligibility/Priority**

Eligibility is contingent on the sponsor status. Patron eligibility for full time care, as established by DoD Instruction 6060.2, remains as follows:

#### Priority I:

- 1A - Combat Related Wounded Warrior on Active Duty status
- 1B - Child & Youth Direct Care Staff
- 1C – Single/Dual Active Duty military & Active Duty Guard/Reserve in orders
- 1D - Active Duty w/working spouse
- 1 E - Single/Dual DoD civilian
- 1 F - DoD Civilian w/working spouse
- 1G - Surviving Spouse Combat Related
- SA - DoD Contractors working on the installation, other federal employee, and military retirees

Priority II: shall be given to qualifying children of active duty service members, DoD civilian, surviving spouse of military member who died from a combat related incident, and those acting in loco parentis where a non-working spouse is actively seeking employment. The status of actively seeking employment must be verified every 90 days.

Priority III: shall be given to qualifying children of active duty service members, DoD civilian, surviving spouse of military member who died from a combat related incident, and those acting in loco parentis where a non-working spouse is enrolled in an accredited post-secondary institution. The status of post-secondary enrollment must be verified every 90 days.

Patrons who have children enrolled in full-time APG CYS programs are required to be employed part/full-time (25-40 hours per week) or be a full-time college student (taking at least 12 undergraduate credits, or 9 graduate credits per semester).





Patrons employed at APG whose spouse becomes unemployed while their child is enrolled in a full-time CYS program have 90 days to find part/full-time employment to maintain their child care slot.

### **Enrollment**

All children must be registered prior to starting a CYS program. Registration packets must be completed prior to the time of registration. Once on file, these forms are updated on an annual basis. Fees will be determined at the time of registration. Sports program registrations will be announced before each session. Please refer to the following APG CYS website for specific information: [http://www.apgmwr.com/family/youth\\_services.html](http://www.apgmwr.com/family/youth_services.html). If your child was registered in a military child care program at your previous duty station within the last year, you are entitled to have your records imported to APG. Contact Parent Central for more information.

### **Withdrawal**

Written notice must be submitted 14 days or two weeks prior to withdrawal from any program. Payment is due through the date of withdrawal even if the child is not in attendance. Failure to submit the withdrawal form will result in fee charges for the period. The withdrawal form may be obtained from the Clerk at the front desk. Vacation credits may not be used in lieu of a two-week notice.

### **Payments, Fees, and Denial of Care**

Child care payment fees are based on Total Household Income (THI) which is defined as all earned income including wages, salaries, tips, long term disability benefits, voluntary salary deferrals, quarters allowances, subsistence allowances and in-kind quarters, subsistence received by military members, and/or other pension or retirement, and anything else of value, even if not taxable, that was received for providing services.

Quarters allowances and subsistence allowances mean the basic allowance for quarters and the basic allowance for subsistence received by military personnel (with respect to grade and status) and the value of meals and lodging furnished in-kind to military personnel residing on military installations.

#### **Service Payment Requirements**

1. Regularly scheduled Full Day, Part Day/Part Time and Before/After School Care fees must be paid within established monthly or semi-monthly payment periods and are due by the 5th business day of the payment cycle.
2. Vacation camp fees must be paid weekly by the **Monday** prior to the start of camp.
3. Instructional classes, youth sports, and camp fees must be paid in full prior to attendance.
4. Hourly Care must be paid in full on the day service is provided.
5. Families will not be charged for validated Army mission-related extended hours care.

#### **Initial Fee Payment Requirements**

1. Full Day, Part Day/Part Time Programs and Before/After School Programs must be



made at the time they accept/enroll for the child care space offered by the CYS Parent Central Services Office to reserve the offered space.

2. Fees must be paid in advance of the child's start date and will be based on 10 percent of the monthly payment that is credited to the first month's payment.
3. The initial fee payment is only refundable for Families who withdraw prior to the start date due to deployment, PCS, have TDY or a family emergency.

### **Late Payment Fee Requirements**

1. For services billed twice a month (1st and 15th), a one-time \$10.00 per child late payment fee will be assessed on the 6th business day of each missed payment cycle.
2. For any regularly scheduled activities billed on a monthly basis, a one-time late payment fee of \$20.00 per child will be assessed on the 6th business day after the 1<sup>st</sup> of the month billing.
3. Families will receive a late payment notice outlining the procedures for payment and possible termination if fees are not paid.
4. Instructional classes, youth sports and weekly summer camp program fees must be paid in full prior to attendance and are not subject to late payment fees.

### **Late Pickup Fees**

1. All CDC and SAC programs are authorized to charge a late pickup 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. After 15 minutes, the charge is \$5.00 per child/per site for the next 45 minutes. CYS Services emergency procedures will be followed when the child(ren) is (are) left at the program one hour after closing the program.
2. Late pickup fees are not charged for approved mission-related circumstances or when specific arrangements to extend child care are made prior to pick up.

### **Miscellaneous Fees**

1. Parents may be charged fees to cover the cost of occasional program enhancing special events. Events may include optional trips to amusement parks, water parks, carnivals, concerts and other activities determined to be outside the program operating budget.
2. Parents are not charged fees for lost key fobs or ID cards, routine field trips, and food, supplies, materials/activities related to daily program participation.
3. Only the fees stated in the fee policy are authorized.

### **Suspension/Denial/Termination of Services**

1. At the end of every payment cycle, outstanding balances must be reviewed by management using the CYMS Global Trial Balance, Activity Trial Balance, Pass Trial Balance, and Household Balance Aging Reports.
2. Late payments for full- or part-time 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.
3. All other program fees must be paid in advance of participation. Hourly care patrons with outstanding late pick up and/or no show fees will not be allowed to use or reserve a space for care until the fee is paid in full.
4. When a waiting list exists, Garrison Commanders have the authority to terminate



services or grant Spouses looking for employment a one-time 90 day extension to remain in care after the initial 90-day period has passed. Patrons can lose their space with a 30 day notice.

5. All CYS programs will follow DoD Fee Policy guidelines for collection of non-payment. The FMWR Financial Management Division collection procedures will be followed to clear the account.

6. Termination of services means the child has been permanently removed from the program roster. To re-enroll in care, the sponsor must do the following:

- a. Pay in full all outstanding fees regarding the child's care and services received.
- b. Indicate the need for childcare within MilitaryChildCare.com to be placed on the waitlist for care.

### **Multiple Child Reductions (MCR)**

1. A 15 percent MCR is applied when more than one child is enrolled in regularly scheduled child care programs (CDC, SAC, and YP before school/camp or youth sports). MCR's for child care and Youth Sports are calculated separately and may not be combined.

2. MCRs are not applied to contractor employees and specified space available patrons, Hourly Care Services, or School Age Care occasional user fees.

### **Methods of Acceptable Payment**

Fees may be paid by cash, money order, credit card (VISA/MasterCard/ American Express/Discover), debit card or check payable to the ***Installation Morale, Welfare and Recreation Fund (IMWRF)***. The IMWRF will assess any returned check with a service charge. Payments made on-line must be coordinated with a valid email address. Parents are encouraged to retain all payment receipts for tax purposes. MCRs are not applied to contractor employees and specified space.

1. Payments for services may be made within all CYS facilities and Parent Central Services. Payments will not be taken after 1730 in the Child Development Centers and Youth Centers.

2. Auto Debit: automatic Credit Card withdrawal of the monthly/bi-monthly child care fee. Complete ***INSTALLMENT BILLING PROCESS*** form and choose the schedule of payment.

3. Parents/Households can pay their child care fees and register for Sports classes as long as they are registered with CYS by accessing WebTrac at: <https://webtrac.mwr.army.mil/webtrac/apgcyms.html>.

4. Advance payments may be accepted.

### **Refunds**

1. Refunds are not authorized for:

- a. Child absences two weeks or less.
- b. CYS short term program closures due to inclement weather (3 days or less), staff training (no more than 2 days per year provided patrons are provided with advanced notification and alternate options for child care when needed), or special installation circumstances as determined by the Garrison Commander.
- c. Withdrawal from an Instructional class.
- d. Unused leave/vacation.

2. Refunds are authorized for:

- a. Program closures for repair or renovation when an alternate care setting is not provided.



- b. Unexpected prolonged (**over 2 weeks with Garrison Commander's approval**) child absence due to Family emergency or extended illnesses.
- c. Other extenuating circumstances (Garrison Commander's decision).
- d. Withdrawal from a Youth Sport (occurring before mid-season of the sport).

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

### **Fee Adjustments and Financial Hardship Waiver**

Fee adjustments for a Family's financial hardship waiver may be approved when a Family can demonstrate a severe hardship resulting from, but not limited to: sudden and unexpected illness or accident of the spouse or the same-sex domestic partner of an eligible DoD civilian employee; loss of the spouse's or eligible DoD civilian's same-sex domestic partner's employment or wages; property damage not covered by insurance; or extraordinary and unforeseeable circumstances arising as a result of events beyond the control of the patron.

1. Garrison Commander may temporarily adjust fees for individual Families based on financial hardship or other special circumstances on a case-by-case basis. **Approved fees must be within the fee categories established by DoD.** Financial hardship waivers must be validated at least every 6 months.
2. Fee adjustments for financial hardships do not apply to DoD contractors, specified space available patrons, Hourly Care, Youth Sports or Instructional Classes.
3. Families whose child care fees are 25 percent or more of their TFI must be informed they are eligible to request a financial hardship waiver.
4. The number of fee adjustments for financial hardship waivers must be reported on the Army Annual Fee Report.

Note: Parents who may experience financial hardship may contact Army Community Service for financial assistance and counseling at 410-278-2508

### **Vacation Policy**

Child Development Center Families may select a two- or four-week Leave/Vacation Fee Plan (which reserves their child's space) for each child enrolled in regularly scheduled child care programs. Selection will occur during the Family's initial or re-registration for the upcoming 12 months. Families who choose the four-week Leave/Vacation Fee Plan will pay a higher monthly fee than Families who choose the two-week plan since their fees are annualized to include Leave/Vacation. Once a Leave/Vacation Fee Plan is selected, it remains in effect for their entire registration year (12 months).

Children enrolled in SAC program will not receive vacation credits.

The two- or four-week Leave/Vacation Fee Plan must be taken in a minimum of one week increments (i.e., five-day time blocks – Monday-Friday). Fees are not charged while a child is using his/her vacation credit. In addition, the child care space is reserved for the Family until the child returns.



Leave/Vacation Fee Plans begin at the time of child registration and concludes at the time of re-registration for the following year (12 months).

Families will be informed of the Leave/Vacation Fee Plan Policy at two points in the enrollment process: (1) when the child is registered with Parent Central Services, and (2) during the CDC Program orientation for the parent and child.

### **Hourly Reserve Care**

Fees for hourly care are based on a flat rate and are due on the day of service.

Hourly care is available for parents with occasional child care needs and is on a space available only basis. Daily space may be requested one week in advance. Payment is due for the hours reserved on the day service is given or may be paid weekly in advance of care given. These reservations will be held for one hour, after which they will be cancelled and the non-cancellation penalty will apply.

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

Cancellations: Daily reservations may be cancelled up to one hour before admission. If cancellation is not made, you will be charged for the entire time reserved. No new reservations will be accepted until this fee is paid.

Changes: To change arrival or departure times, please call one hour in advance. Properly coordinated early departure and late arrivals will be adjusted in the daily rate. Additional reserved hours must be paid on the day of service.

### **Receiving/Releasing Children**

Parents are responsible for escorting their child into their facility. Parents must also swipe their child's identification card into the computer.

Only parents or authorized designees are allowed to pick up children from their CYS program. Authorized designees are listed on the CYS Registration Form. If a parent plans on a designee picking up his child from any CYS program, the parent must provide written notice to this effect to the front desk personnel or facility director. Authorized designees will be required to show photo I.D. upon arrival. Children are not to be released to anyone less than 13 years of age.

Child and Youth Services personnel will contact the APG Police regarding release of children to parents or authorized release designees who appear to be under the influence of alcohol or drugs.

### **Late Pick-Up Procedures**

In the event your child remains in the Center past 1800, the following procedures will be followed:

1. Parents will be called at 1800.
2. All emergency designees will be called (if parents cannot be located).



3. In the event that contact cannot be made with the parents or emergency contacts by 1835, the CYS Coordinator and the Garrison Police will be notified.

4. The Garrison Police will follow their procedures of notification. The child will stay at the facility with two staff members until the parents are reached or alternate care is arranged.

Late Pick-up Fees are not charged for approved Mission Related Circumstances or if specific arrangements are made to extend child care prior to pick-up.

### **Parent Grievance Procedures**

Parents are encouraged to talk with Program Staff to clarify any problems and answer any questions that may arise. The Director, Assistant Director or TACS/TAPS are available throughout the day to talk with parents or answer any questions. In the event problems are not able to be resolved within the Center, the CYS Chain of Command (pages 6 and 7) will be followed until resolution of the problem is reached.

## **SECTION FOUR**

### **Immunizations/Illness**

In accordance with AR 608-10, 4-66, children must have documented age-appropriate immunizations. Immunizations and immunization records must be current. Verification of immunizations must be presented at the time of registration (i.e., shot record). Care will be denied if immunizations are not current.

Children who appear to be ill or show visible signs of fever will be closely screened and may be denied admission. No child will be admitted with a suspected contagious disease or with a temperature of 100.5°F or greater axillary (under arm) for children under three months of age and 101.1°F or greater axillary for children over three months of age. You must inform the Director/Assistant Director/Program Manager or Program Lead if your child has a contagious or communicable disease.

If your child becomes ill, vomits, has diarrhea, or is injured and needs medical care, you will be contacted to pick him/her up immediately. If your child is not picked up by you or your emergency designee within an hour of notification, your Unit Commander/Supervisor will be contacted to handle the situation. If your child is sent home with a rash or any other suspected communicable disease, you will be required to have a doctor's statement identifying the illness prior to returning to the program. If your child is sent home with a fever, diarrhea or vomiting, he/she will not be admitted to the program for 24 hours after all symptoms have subsided. Children must be well enough to participate in usual program activities and to go outdoors. In the event of a true life-threatening emergency, 9-1-1 will be called and your child will be transported to the nearest medical treatment facility. You will be contacted immediately.

All CYS programs follow universal health precautions and DA guidelines to minimize the risk of infection.



All staff are trained in CPR and basic First Aid. In the event of a minor accident, basic First Aid steps will be followed and an accident/incident report will be written to notify the parents. In the event of a more serious accident/incident, 9-1-1 and the parent will be called. The child with a staff member will be transported by ambulance to the nearest emergency treatment facility.

### **Medication**

Written permission from the parent is required on DA Form 5225-R to have medication administered to their child.

The physician or parent must administer the first dosage of any medication. Children must be on an oral medication at least 24 hours before program personnel can administer a dosage.

**When a child is on medication, parents are responsible to discuss the instructions with the staff. Even when the program is not administering the medication, there could be warning instructions on the medication to keep the child out of direct sunlight. Clear and open communication between the parent, management and caregiving staff will ensure the best possible care for your child/ren when they are in our care.**

Medication must be:

- ✓ **labeled with a pharmacy label**
- ✓ **in the original container with a childproof cap and proper measuring cup/syringe.**
- ✓ **dated with the physician's name and instructions for use.**
- ✓ **labeled with the child's name, name of medication, and dosage strength.**
- ✓ **labeled with instructions that include amount of dosage, starting date/ending date.**

Medication will not be administered in the hourly program (except for emergency situations requiring rescue medications – i.e., inhalers or Epi-pens).

The Middle School participants will be allowed to administer their own asthma inhalers as prescribed by a physician. Staff will be responsible for documenting medication use on DA Form 5225-R. Medication will be stored at the Youth Center in the appropriate container.

Teens attending the open recreation program on Friday evenings will notify staff of medications in their possession and will be responsible for keeping and administering their own medication, inhalers etc. Youth Center staff will activate 9-1-1 in the event of any emergency.

### **Touch Policy**

Aberdeen Proving Ground's CYA is fully committed to providing a warm and caring environment for each child enrolled in the program. Accordingly, the following Touch Policy is established to ensure that each child will feel safe, secure and esteemed.



**APPROPRIATE TOUCH** includes hugs, “high fives”, handshakes or reassuring touches on the shoulder/back. Naptime back rubs and lap sitting (infants – Kindergarten/age 5) are allowed in the CDCs. Appropriate touching of young children includes:

- ✓ Normal cleaning of infants and toddlers during diapering (to include wiping of genitals and surrounding areas to remove all soiling).
- ✓ Washing/assisting child in the washing of soiled extremities (face, hands, arms, legs, and feet).
- ✓ Washing/assisting child in the cleaning process and changing of clothing if child has become ill.
- ✓ Assisting/changing child’s clothing when wet or soiled at parent’s request.
- ✓ Sitting on caregiver’s lap, holding hands with a caregiver and hugging caregivers when these actions are initiated by the child, or when the child responds to the invitation of comfort by a caregiving employee.
- ✓ Physically guiding a child away from a dangerous situation or one in which the child’s behavior endangers other children.
- ✓ Gentle restraint of a child during a temper tantrum when the physical environment is dangerous to a child left on his/her own.

**INAPPROPRIATE TOUCH** includes forced good-bye kisses, corporal punishment, slapping, striking, pinching, tickling for prolonged periods, fondling, or molestation. Inappropriate touching of young children includes:

- ✓ Children will not be forced to demonstrate affection to caregivers (such as forced good-bye kisses or hugs).
- ✓ Adults will not prolong touching a child during play after child requests that the activity stops.
- ✓ Children who bite/hit will not be responded to by being bitten/hit by an adult in order to teach them that such actions hurt; also, child will not be hit in the mouth or have their mouth “washed out” for any spitting, noise making, or using inappropriate language.
- ✓ Corporal or physical punishment will not be used. A caregiver who is angry with a child will not touch a child to preclude the loss of control by the adult.
- ✓ Patrons will be asked not to use physical punishment on their own children in the facility.
- ✓ Caregiving staff will not use physical discipline on their own children in the facility.
- ✓ Physical restraint will not be used to make children “behave” (i.e. tying/holding children into chairs or holding children down on mats or any other activity meant to force participation).

The intent of this policy is to define appropriate touching practices within the context of adult/child physical interactions in CYS. The intent is not to make Program Staff afraid of physical contact with children, but rather to delineate boundaries, and to stress that appropriate nurturing interaction is healthy and necessary for the development of happy children.

### **Child Guidance**

The personnel of CYS receive training in child guidance. Simple, understandable and realistic rules are established based on an understanding of individual needs and behaviors of children at varying levels of development.





Constructive methods of discipline may include diversion, separation of the child from situations, praise of appropriate behavior, or gentle, physical restraint such as holding.

A child may not be punished by: spanking, pinching, or other corporal punishment; isolation away from adult sight or contact; confinement in closets, boxes, or similar places; binding to restrain movement of mouth or limb; humiliation or verbal abuse; deprivation of meals, snacks, outdoor play opportunities, or other program components.

Short-term restriction on the use of specific materials and equipment or participation in a specific activity is permissible. A child may not be punished for lapses in toilet training or refusing food. Use of "time out" methods will not exceed one minute per age of the child (up to five minutes total) and will be used only for children over the age of two. The Director will inform the CYS Coordinator of any child who consistently displays unacceptable behavior. The Program Director and the TACS/TAPS will meet with parents and the Program Lead to discuss methods to change inappropriate behavior.

Using the Operational Guidance for Behavioral Support from IMCOM G9 CYS, a behavior plan will be developed for a child with consistently inappropriate behavior. If the inappropriate behavior continues, other child care arrangements may need to be looked for if the child or youth cannot be safely supported by CYS. A middle school- or high school-age child may be suspended or removed from the program depending on the seriousness of the inappropriate behavior.

### **Child Abuse**

#### **Definitions**

1. **Abuse** – direct, physical injury, trauma, or emotional harm intentionally inflicted on a child.
2. **Out-of-Home Abuse** – child abuse or neglect that occurs in an Army organized setting/facility or within an Army-sponsored sanctioned activity; does not apply to child abuse occurring within the family unit. Types of out-of-home abuse include:
  - a. **Physical Abuse**: The intentional nonaccidental, physical injury to a child inflicted by a parent, guardian, or other person responsible for the child's welfare.
  - b. **Sexual Abuse**: The involvement of a child in any sexual act or situation the purpose of which may be to provide sexual gratification or financial benefit to the perpetrator; all sexual activity between a child and a care provider is considered sexual abuse.
  - c. **Emotional Maltreatment**: An act or commission (such as intentional berating, disparaging, or other abusive behavior) or omission (such as passive or aggressive inattention to a child's emotional needs) on the part of a caretaker. Maltreatment causes low self-esteem in the child, undue fear or anxiety, or other damage to the child's emotional well-being.
  - d. **Neglect**: Neglect (or deprivation of necessities includes failure, when able to do so, to provide the following: nourishment, clothing, shelter, health care, education, supervision). "Failure to thrive" syndrome may be a result of neglect.
3. **Familial Child Abuse** – Child abuse or neglect as defined above (1. 2.(d)) that occurs within the family unit.



### **Identification of Child Abuse**

All CYS personnel will be knowledgeable in the definition, recognition, physical, and behavioral indications of possible child abuse. Following is a brief list of indicators of child abuse/neglect: unexplained injury, bruises, welts, cigarette burns. Malnutrition for no obvious reason. Evidence of poor care. Unusual fears. Evidence of repeated injury. Exhibiting behavioral extremes. Always tired and sleeps often. In obvious need of medical attention of eyes, teeth, shots, etc. Depression. Unexplained bald spots. Cries for little reason. Abuse of toys and friends. Low self-esteem.

### **Reporting Child Abuse**

All CYS employees are mandated reporters and responsible for reporting any suspicious injury, evidence of neglect/abuse or infractions of the APG CYS Touch and Discipline Policies to the Military Police, 410-306-2222 (Aberdeen) or 410-436-2222 (Edgewood). The

Department of Defense Child Abuse/Safety Violation Hotline telephone number is 1-877-790-1197. Child Abuse posters can be found in every facility of Child and Youth Services.

All CYS staff/providers/parents are required by law to report all suspected child abuse to the Military Police within 24 hours of suspected abuse. Reports are handled confidentially.

Aberdeen Proving Ground's CYS has many policies in place to minimize the potential for child abuse. They are as follows:

1. rooms may not be totally darkened.
2. child/adult ratios will be maintained at all times in activity rooms.
3. no unauthorized visitors are allowed; authorized visitors wear badges.
4. daily sign-in/sign-out procedures for drop-off and pick-up of children are used.
5. attendance records maintained by the staff.
6. only authorized persons may pick up children.
7. Touch and Discipline Policies are in effect.
8. staff wear nametags.
9. TACS/TAPS and Center Administrative Staff spends time in classrooms for observation and program oversight.
10. a monitoring system is present.
11. an "Open Door" policy is in effect for parent visitation.

## **SECTION FIVE**

### **Outdoor Play**

CYS will provide outdoor play on a daily basis weather permitting. The management and staff will reference the Healthy Child Care IOWA WeatherWatch chart. This chart provides guidance on when it is safe for children to be outdoors. In addition, the programs will follow public service announcements that advise people to stay indoors due to weather conditions that could be hazardous. When the temperatures indicate the weather is not permissible for children to be outdoors, the staff will continue to provide child appropriate activities within



and around the facility. Activities could include walks around the facility within shaded areas, story time in the hallway, or active play within the gross motor area of the facility.

### **Transportation/Field Trips**

Children attending classes at Harford County Schools will be transported to and from school in Harford County buses. If the post is closed and schools are in session, parents are responsible for transportation to and from school.

Field trips will be taken to enhance program activities. Parents will sign a participation and permission slip for each field trip both on- and off-site.

Licensed staff provides mini bus service for local field trips with vehicles provided by CYS. Chartered buses will be used when field trips are more than 1-1/2 hours away (driving time) from APG. Rude behavior or activities jeopardizing the safe operation of any type of bus (school, chartered or mini) will not be tolerated. The use of tobacco and alcohol products is prohibited. Any infractions will be written up by the vehicle operator and reported to the staff in charge, Facility/Program Director, the parent(s) and Chief, CYS.

When field trips are on the installation (i.e., bowling, swimming), School Age/Middle School/Teens (SAS/MS/T) may walk to and from the activity.

Parents are required to provide transportation and remain on site for all sports practices, games and camps.

### **Pets**

Pets will be allowed in CYS programs if they are healthy, have required shots, up-to-date statement of good health from a licensed veterinarian and do not pose a health or safety threat to children.

You will be informed at the time of your orientation what animals are in the program and where they are located. You will also be notified when a new pet is added.

Pets maintained in CYS programs on a permanent basis are inspected monthly by the Installation Veterinarian.

### **Clothing**

Since children come to the CYS programs to participate in active play and experiment with many kinds of materials, the clothing they wear is important. Aprons are provided for painting and water play. Sneakers or soft-soled shoes are recommended; sandals, open-toed shoes and jellies are unacceptable. For safety purposes, the toes and heel must be enclosed within the shoe.

The children go outside daily (weather permitting). Clothing should be appropriate for the weather – mittens, gloves, hats, boots, long pants, or other leg coverings for cold weather; shorts, lightweight clothing in hot weather.



Young children need to have a complete change of clothing (underwear, socks, shirt and pants) in the Center at all times. All articles of clothing must be marked with the child's name.

Below is a general listing of appropriate/inappropriate attire for children/youth (as well as CYS staff):

#### **CULOTTES & WALKING SHORTS**

-Shorts must reach fingertips with arms extended

#### **STRAPS ON SLEEVELESS TOPS**

-appropriate supportive undergarments must be worn & covered by shirt

#### **THE FOLLOWING ATTIRE IS INAPPROPRIATE**

- Spandex & biker shorts
- Midriff tops, crop tops, or low cut tops  
(back or stomach must not be visible during activities)
- Backless tops or dresses
- Skin-tight clothing (pants/shorts/skirts/tops)
- Clothing with drug/alcohol/cigarette logos
- Clothing with inappropriate messages (profanity, violent, or gay/racial slurs)
- Clothing with inappropriate images/graphics
- Mini-skirts or short shorts
- Open-toe or open-heel shoes
- Flip-flops, thong-style sandals or "Crocs"
- Undergarments intentionally on display  
(Pants/shorts worn extra low so that underwear is exposed)

The safest shoe for your child to wear while in our CYS program is: **SNEAKERS**

If your child is dressed inappropriately, you will be called to either bring the proper attire for your child to change, or remove your child from the facility.

Although beads and colorful hair clips in a child's hair can be very pretty, they have become a safety issue in many child care centers. When these items fall out, they present a choking hazard to small children. To ensure the safety of all young children, children under the age of four (4) will not be permitted to wear beads or small clips in their hair.

#### **Food and Nutrition**

Aberdeen Proving Ground CYS participates in the United States Department of Agriculture (USDA) Child Adult Care Food Program (CACFP). Based on USDA nutritional guidelines all CYS programs provide meals that include full-strength juices, meats, fresh fruits and vegetables. These foods provide the highest nutritional value for your child's health.

In addition to the highest nutritional standards, the USDA CACFP provides financial support to our child care programs in the form of a partial food cost reimbursement based on the completion of your parent application and number of meals served.



### **Meals and Snacks**

There are no separate charges for meals and snacks served in the CYS programs. Breakfast, lunch (during full-day care) and afternoon snack are served daily (see Program Director for times). All children are enrolled in the USDA Child Care Food Program. Children are served nutritious meals and snacks. Menus are posted in each program location. All sponsors are required to complete the Confidential Application for Free or Reduced Price Meals at the time of registration and annually.

The SAC, MS/T and CDC programs will supply lunch on days when there is no school and during the summer program.

Please indicate on the Health Screening Tool at registration and the child's Health Assessment any food alternatives, allergies, or special dietary needs of your child. A physician must complete all appropriate forms and a special diet statement if indicated. The CYS program will make every effort to meet the special food needs of your child. If a food requirement cannot be supplied, the parents will be asked to supply the food alternative. The Center is not responsible for allergies not documented by a physician.

**NO FOOD IS TO BE BROUGHT FROM HOME INTO ANY CYS PROGRAM WITHOUT PRIOR APPROVAL OF THE DIRECTOR/ASSISTANT DIRECTOR AND CYS NURSE SPECIALIST.**

### **Formula Requirements**

Program Staff will not mix formula brought from home. All bottles must be prepared in plastic bottles with lids and labeled with the child's name and date. Bottles must contain formula, milk, or 100% fruit juice. The parents must prepare a separate bottle for each feeding. Per USDA requirements, the CDC will provide one brand of formula for infants aged six weeks through 12 months. Parents are required to furnish a sufficient number of clean, ready-to-use bottles. The staff will pour ready-to-feed formula into the bottles for that day. Parents who choose for their infants not to receive the formula provided by the Center must have bottles furnished with formula from home and all guidelines adhered to.

### **Birthdays and Special Occasions**

We recognize how special birthdays are to young children and their parents. We want to help you make this day special for your child. However, only food prepared at or for the center is served for meals, snacks and special events, such as birthday parties. **OUTSIDE FOOD AND ITEMS SUCH AS GOODY BAGS WILL NO LONGER BE A PART OF BIRTHDAY CELEBRATIONS.** This guidance has been set to ensure the safety of the children by ensuring they do not receive items that may be a choking hazard or cause an allergic reaction. Other ways of participating in non-food celebrations include singing the birthday song, decorating your child's cubby, or making a birthday crown for your child to wear during the day. For children in the Pre-School and Pre-K Strong Beginnings classrooms, the children can choose which helper they would like to be for the day. **NO BALLOONS OR CANDLES ARE PERMITTED IN ANY CYS PROGRAM!!**

### **Facility Closings**

All programs are closed for business whenever APG is closed. This includes Federal Holiday closings, Commander-approved closings (the day before or after a Federal Holiday;



CYS Training Days, Garrison Organization Day), announced closings due to inclement weather, and security closings.

Please listen to emergency radio broadcasts for additional information (WAMD-97 AM; WBAL-1090 AM; WIYY-97.9 FM; WBSB-104 FM), or call 410-278-SNOW (7669) for specific APG information. In the event the Centers close early, late fees will begin one-half (1/2) hour after the Centers close.

**Parking/Unattended Children in Vehicles**

Parking lots are provided at all APG CYS facilities. Patrons are not authorized to park in the emergency lane outside the front entrances of the buildings. If you do not have handicapped markings (stickers/hang-tag) on your vehicle and are parked in a designated handicapped parking spot, you will be subject to receiving a ticket issued by the APG Police. Illegally parked cars will be ticketed by Garrison Police.

Parents please protect our children: **TURN OFF YOUR ENGINE. DO NOT LEAVE CHILDREN UNATTENDED IN PARKED CARS. PLEASE DRIVE SLOWLY IN AND AROUND PARKING AREAS.** Child and Youth Services management will call the APG Police if young children are left in the vehicle unattended.

**CYS Telephone Directory**

Coordinator	Bldg 2503	410-278-7576/2223
Program Operations Specialist	Bldg 2503	410-278-1399
Outreach Services/Parent Central	Bldg 2503	410-278-2572/7571/7479
School Liaison Office	Bldg 2503	410-278-2857
Nurse Specialist	Bldg 2503	410-278-1772
Youth Sports	Bldg 2503	410-306-2297
Aberdeen Area CDC	Bldg 2485	410-278-5748/3487
Bayside CDC	Bldg 2521	410-278-4683
Aberdeen Area YS	Bldg 2522	410-278-9061/4995
Edgewood Area CDC	Bldg E1901	410-436-2077/2692
Edgewood Area YS	Bldg E1902	410-436-2862/2098

**Notes:**