

Fort Bliss

Child & Youth Services (CYS)

Parent Policies Handbook



UNITED STATES ARMY
CHILD & YOUTH SERVICES

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Welcome

Welcome to the Fort Bliss Child & Youth Services (CYS) programs. We look forward to serving you and your child. Our programs: Child Development Centers (CDC), Family Child Care (FCC), School Age Centers (SAC), Youth Centers (YC), Youth Sports & Fitness, School Support Services and SKIES *Unlimited* (School of Knowledge, Inspiration, Exploration and Skills) are operated in accordance with Fort Bliss policies, Army Policy, and Department of Defense (DoD) Regulations. Our goal is to help each child/youth develop to his/her potential. We want to help develop the whole child/youth's positive self-concept, strong emotional well-being, and productive social interaction, intellectual and physical growth. We strive to provide a safe environment, enriching experiences and warm, loving care for your children and youth during their stay.

This handbook outlines the policies and procedures to which all CYS programs adhere. Additional and more specific information is available for each program.

A strong parent and staff relationship enhances your child/youth's experience in our programs. Your questions, comments, and suggestions are always welcome. We encourage you to participate in the many opportunities offered for parent involvement and to share your culture, heritage and home language with us.

Thank you for permitting us to share with you in providing care and nurturing of your child/youth. We look forward to working with you.

Mission Statement

Our mission is to reduce the conflict between unit mission readiness and parental responsibility by offering quality programs and accountability for children and youth in a seamless delivery system comprised of Child and Youth Liaison, Education and Outreach Services (CLEOS), center-based Child Development Centers, quarters-based Family Child Care (FCC) homes, School Age Centers (SAC), and Youth Centers (YC). We seek to meet the tenets of the Army Family Covenant and to provide a full range of child and youth programs.

Vision Statement

To meet and exceed our customer's expectations as we provide quality care and programming that meets the National Afterschool Association (NAA), National Association for the Education of Young Children (NAEYC), Installation Management Command (IMCOM) and the Department of Defense (DoD) guidelines. To keep our children and youth safe and give our customers peace of mind that their children are well cared for by highly trained staff. Staff that will provide activities, which assist children and youth through their stages of development. Children will experience a positive "head start" in their education and youth will be geared to make informed decisions as they explore the real world. We will provide environments filled with warm, loving care that fosters the development of children/youth as human beings.

Program Goals

- Provide safe, loving nurturing environments
- Develop new life skills
- Develop respect for different cultures and languages
- Develop a sense and understanding of character values
- Develop self-confidence, self-respect and self-reliance
- Develop good decision-making and leadership skills
- Develop positive family and social relationships
- Develop a sense of world-mindedness and a concern for others
- Develop interest, respect and understanding of our natural world
- Develop sportsmanship, teamwork and a sense of fair play
- Develop physical skills and abilities
- Develop good health and nutrition habits
- HAVE A WHOLE LOTTA FUN!

Philosophy

Our purpose is to provide quality, affordable child and youth care. We are dedicated to providing safe, healthy environments and positive, enriching learning experiences along with loving care for your child.

When you enroll your child / youth at one of our Ft. Bliss facilities, your family joins him/her in discovering new experiences and relationships. All of us share the responsibility to protect the health, safety and well-being of your child.

Confidentiality

Only authorized CYS Service staff will have access to patron files. CYS Services is committed to protecting the privacy of patron information. Medical information concerning patrons is absolutely confidential under state and federal law and may not be discussed at any time with any person under any circumstance.

Diversity/Non-Discrimination - In the operation of Army Child and Youth Services at Ft. Bliss, our services are offered to all qualifying candidates. Children are placed in care according to space availability and waiting list priorities. No person will be discriminated against because of race, color, national origin, sex, age or disability.

Chain of Command/Sequence of Leadership

CDC/FCC Administrator - 915-568-7273
Program Operations – Youth and Schools - 915-568-2784
CYS and SAC Coordinator - 915-568-5709
Program Manager - 915-569-5392
FMWR Director - 915-568-3500

Eligibility for Services/Admissions Requirements

Children (4 weeks to 18 years of age) of active duty personnel, Department of Defense (DoD) civilians, DoD contractors, and military reserve members, are eligible to participate in our CYS Services programs. Children 4-6 weeks can be cared for in an FCC home. Children ages 6 weeks thru Kindergarten are eligible for care in an FCC home or CDC. Youth first grade - fifth grade are eligible for care in FCC and SAC. Youth sixth grade - 12th grade are eligible for the Youth Centers. Children/Youth will transition to the SAC and YC programs the first day of first grade or first day of 6th grade as applicable.

Registration - What do I commit to when I register?

You are committing to being a member of Ft. Bliss CYS. **NO COST TO REGISTER.** Registering authorizes use of our facilities and participation in our programs. **EMERGENCIES** do happen. You want to be prepared. ACS and the Child Crisis Center give vouchers to pay for care when you participate in their classes. Use of Deployment Benefits. Qualify for FCC extended care coverage, Hardship assistance. You are committing to make CYS care available to you when you need it.

Registration Procedures - Annual Registration & Enrollment Policy - PCSing to or from an Army CYS - export & import files.

You must register your child/youth with CYS in order to use all CYS programs and take advantage of your military benefits. You register at Parent Central (PC) Services office prior to enrolling in any CYS program. We complete initial and annual registrations through an appointment or walk-in system. For appointments, call the registration office at 915-568-4374 or 915-568-4646. You can initiate your registration at <https://webtrac.mwr.army.mil/webtrac/blisscym.html>. All forms needed are in webtrac in fillable format. Complete these forms print and bring to your appointment. This will expedite the process, as you will not have to complete forms as you wait to be seen.

Appointment and walk-in hours: Monday - Friday, 0700 - 1700. Appointments have priority over walk-ins.
Appointment Only: Saturdays 0800-1200. Closed on Federal Holidays - includes the Saturday attached to a holiday weekend.

Your current Army CYS program can export your registration and we can import it. We honor expiration dates from your previous program. Prior to PCS, ask them to export your file. Imported files from the Child and Youth Management Services (CYMS) server will help expedite your registration process. When you schedule your registration appointment, inform the admin assistant that your prior CYS at _____ installation has exported your file. We can export for you when you PCS from Ft. Bliss.

Initial registration takes approximately 30 - 45 minutes. Please be sure to bring the following documentation: valid ID card, child's immunization record, DEERS enrollment form, current leave and earning statements for all working family members, and a health assessment (you will have 30 days to get one if you do not have a current one). Health assessments are good for 3 years if your child will not be in sports and if he/she has no special needs.

We set our CYS fee categories by total family income. We need proof of income from sponsor (LES) and spouse if spouse is working. If you do not wish to turn in proof of income you do not have to, however, that will place you in our highest category. Your income places you in a category from 1- 9+. Proof of income may qualify you for a lower fee category.

If your child has a special need (asthma, diabetes, speech delay, food allergy, autism, etc.), additional paperwork is required. All paperwork must be complete and approved by the Army Public Health Nurse in order to complete your CYS registration and utilize the programs. This may include a meeting with the MIAT Team.

For annual renewal of your registration we strongly recommend you initiate it at least 30 days prior to expiration if you have a child with special needs. This will give us enough time to process through MIAT and Community Health Nurse so there is no break in service.

Immunizations and health assessments must be current in order for your child to participate in any CYS program. Immunization documentation is required for children infant-5 yrs. old and all home schooled youth. Health Assessments are valid for 3 years for regular registrations with no special needs and no sports; Renewal required annually for special needs and if playing sports.

Family Care Plans – All Single and Dual Military must provide a signed copy of the Family Care Plan that outlines a short term and long term provider. Family Care Plan must already be signed by commander and short term provider should be a person who is non-active duty and lives locally. Family Care Plans must be turned in to Parent Central within 30 days of initiating registration in order for the registration to be complete.

If you become **GEOGRAPHICALLY SINGLE**, divorced or separated and your children reside with you, you must submit a Family Care Plan as outlined above, signed by your commander. Your command may not require it but CYS must have one on file if your spouse is living in another city/state/country.

Photos/Videos of your child in Ft. Bliss CYS Affiliated Programs, Publications, and Media

You are required to complete a permission slip to grant or deny permission for your child to be included in video or photos. The Ft. Bliss Bugle, Bliss Now, CYS Facebook, MWR Website, and CYS Flyers are publications used for promoting our programs and events. Teachers will display in CYS reception areas & classrooms.

If your child is involved in sports, SKIES, or other group events, CYS cannot be responsible for excluding all children from photos or videos taken at these events. During group sporting events, competitions, or other group activities, families and guests might photograph or video tape. Children, including yours, might be in those photos/videos. Parents might share those photos/videos with each other and via the media. It is a parent's responsibility to remove child/ren from the area being videotaped/photographed if you do not want him/her included in the photograph or video.

Emergency Closures, Inclement Weather and Evacuation Plan/Mobilization and Contingency Plan

SAFETY strongly includes being prepared for emergencies. Each CYS site has a contingency plan to move children/youth to one of our other CYS facilities in the event of an actual emergency.

In the event of an unplanned power outage (water, electricity, etc.)

1. CYS will evacuate the children of that facility to another facility. Example: Replica CDC to Main CDC.
2. We will make every effort to contact you prior to evacuation. We will offer you the chance to move your child. If you do not want your child transported in the CYS vehicles, and if the situation allows it, you may pick your child up and transport him/her to the "Safe Site".
3. We will make provisions to move your child. However, if we cannot reach you and the situation necessitates moving your child, we will go ahead and move the children under the safest conditions possible while we continue to attempt to reach you.

In the event the situation is urgent, (e.g. bomb threat, active shooter, or fire)

1. We will evacuate immediately and will commence contacts after we have moved the children to safety.

In order to be prepared for an emergency

1. CYS exercises CONTINGENCY DRILLS every month, ranging from fire drills, suspicious package, active shooter, etc.
2. Your child's program will exercise its emergency response measures at minimum one time per year. These exercises range from a "lock down" to a "lock in" or "lock out" to "run-hide-fight" exercises.

CYS frequently conducts Contingency Drills in collaboration with the emergency response teams of Ft. Bliss (e.g. Fire, Special Reactions Team). Please be prepared for these short notice or no notice exercises, as they could affect your schedule. We ask that parents cooperate with drills in the event they are "caught" in any type of emergency procedures. Most drills are unannounced.

Weather conditions or other commanded closure may order Post to close. CYS will remain open.

1. CYS will open the number of facilities needed to meet the mission requirement.
2. Parents off post will report to off post facilities and parents on post report to on post facilities.

Sponsor's part in emergency preparedness = Update Changes in information: (phone numbers, emergency contacts, sponsors' unit).

In an emergency, accurate information saves valuable time.

1. Ensure we have current and accurate contact information for you and for all of your emergency contacts. Prepare diligently so CYS can respond as rapidly as possible, no emergency is a planned one.
2. Applicable forms – update immediately if changes occur.
3. Update Immunization, health assessments, phone numbers, etc. at your child /youth's program, at any of our CYS facilities, or turn in at PC Services office.
4. **Special Needs forms: MAPS, Seizure, Food Substitution, etc. CAN ONLY TURN IN SPECIAL NEEDS FORMS AT PARENT CENTRAL.**

If you enroll your children in a regularly scheduled program, you receive a key fob. Upon arrival, you **swipe your child in** using the key fob. At pick up time, you swipe your child out with the key fob. Your youth will swipe each time she/he attends the Youth Center. This is CRUCIAL for accountability of the children on site and for headcount in case of emergencies. Information not updated will result in the expiration/suspension of your child/youth's pass, which will cause a disruption in services provided to you and a big concern during an emergency. We prepare diligently in order to respond as rapidly as possible. **NO EMERGENCY IS A PLANNED EMERGENCY!!**

Military Child Care (MCC) is a military wide waiting list program that simplifies and improves the childcare search process and expedites placement of your children. You can create your account at militarychildcare.com for placing your children on a waiting list when you are PCS'ing or once you arrive to your new duty station. It is of very high value for single and dual Military or if spouse already has a job waiting or enrolled in school and need the full or half day care immediately.

Waiting List Policies (MCC): Any eligible patron may place an unborn child on the waiting list.

The goal of CYS is to provide you (sponsor and family) with a childcare option that meets your needs. Limited number of full day/weekly spaces in our CYS delivery system makes it necessary to place families on a waiting list. The waiting period will be different for each program, age group, and may fluctuate due to various factors.

We strongly recommend that you register and keep registration current so that when an opening becomes available; your child is ready to start. This is especially true if your child has any special need that requires a physical/documentation from a physician and review by our **Multi-Disciplinary Inclusion Action Team (MIAT)**. **We can initiate the process for MIAT once you enroll and sign up on the wait list in MCC.**

Updating MCC Applications: To maintain your MCC active, you must confirm your enrollment regularly. At 90 days, MCC automatically purges your file if they see no mobility from you.

1. If a space becomes available and CYS is unable to reach you with the contact information on file, we offer the space to the next eligible patron.

2. If CYS contacts you and you are still at your current installation, we will keep you at the top of the list for your new installation. When you arrive to your new installation, we will place you in the next available space.

Priority for CYS Care: DoD and Army Regulation (AR) 608-10 determine Priority for care. Active duty single/dual military, and DoD single/dual working civilians and Wounded Warriors, have priority for full-day care in all CYS facilities and programs. Priority for care is valid only for need of Immediate Care. CYS assigns Priority for care until PC Services offers a space in a viable care option. If you turn that space down because it is not your first choice, you will drop to the Preference for care option. Preference for care will take longer for placement as the Priority for care is top of the list.

Waitlist Priorities for Care are as follows:

- Category I - Single (sole parent) active duty military/Department of Defense (DoD) civilian patron, dual active duty military/DoD civilian patrons & Wounded Warriors.
- Category II - Active duty military/DoD civilian with a full- time working / full-time student spouse.
- Category III - All Others

CYS Facilities / Operating Hours / Location / Telephone Numbers

Parent Central (PC) Services, Bldg. 1743 Victory Ave.

0700-1730 Monday - Friday & 0800-1200 Saturdays
Closed on Holidays and Saturdays attached to Holiday weekend
West Bliss, Located on Victory Ave, between Penske Truck rental and the Holiday Inn Express
Phone: 915-568-4374/568-4646
Outreach Services Director: 915-569-5040 Assistant Director: 915-568-7204

Parent Central – Parent Central is your starting point. Register your children for CYS programs at Parent Central. Registration authorizes use of all CYS programs. You can initiate your registration prior to your appointment at <https://webtrac.mwr.army.mil/webtrac/blisscys.html>. We have information available for our Family Child Care, resource and referral information for off post childcare facilities, and lists of trained teenage babysitters.

Family Child Care (FCC) Bldg. 3503-A Story Street

Monday - Friday 0730 -1630
Phone: (915) 568-4198 or (915) 760-7445
Fax: (915) 568-9771

Child Development Centers (CDC)

Monday - Friday 0530 - 1800

Logan CDC Bldg. 3500 Story St.

Logan housing area, Located at the corner of Ellerthorpe St. and Story Rd across from Logan Elementary
Phone: (915) 568-3989/4887 Fax: (915) 568-0011
Director: (915) 568-2765 Asst. Director: (915) 569-8257

Replica CDC Bldg. 5036 Sheridan

West Bliss, Located on Sheridan, across from the indoor swimming pool (Replica Pool)
Phone: (915) 569-7196/7199 Fax: (915) 569-7185
Director: (915) 569-7030 Assistant Director: (915) 569-7104

Main CDC Bldg. 1730 Haan Rd. **CLOSED FOR RENOVATIONS TIL FURTHER NOTICE**

West Bliss, Located at the Corner of Haan Rd. and Pleasanton, next to the post office
Phone: (915) 568-5689/6335 Fax: (915) 568-6726
Director: (915) 568-4422 Assistant Director: (915) 568-4375

Milam CDC Bldg. 11896

East Bliss, located at the Corner of Haan Rd. and Luke next to the Milam SAC on East Bliss
Phone: (915) 744-7879/7877 Fax: (915) 744-7904
Director: (915) 744-7881 Assistant Director: (915) 744-7880

East Bliss CDC Bldg. 20707

East Bliss, Located at Corner of Constitution and Kasserine Way (near the Constitution Gate)
Phone: (915) 744-2731/2745 Fax: (915) 744-2676
Director: (915) 744-2631 Assistant Director: (915) 744-2630

School Age Centers (SAC)

SAC follow the El Paso Independent School (EPISD) calendar for before and after school and Full Day programming. SAC offers Full day care to support Socorro and Ysleta Independent School Districts during their year round rotations.

Monday-Friday 0530-8:30 or **time school starts for the day AND**

Monday-Friday From 3:00 or **time school lets out for day** - 1800 hrs.

Monday - Friday 0530-1800 hrs. During In-service days, Breaks (Fall, Christmas, Spring, Summer, and SISD rotations)

Bliss SAC Bldg. 2012

West Bliss, located on Sheridan, next to Bliss Elementary School
Phone: (915) 568-2178 Fax: (915) 568-2118
Director: (915) 568-7191 Site Lead: (915) 568-8726

Milam SAC Bldg. 11898

East Bliss, Located at Corner of Haan Rd. and Luke St. across from Milam Elementary School
Phone: (915) 744-2274 Fax: (915) 744-2285
Director: (915) 744-2277 Site Lead: (915) 744-2278

Milam SAC is the host site for SISD & YISD intercessions. We must have a minimum of 20 school age children needing full day care in order to open Milam SAC. If less than 20 children, Milam CDC accommodates the wrap-around hourly care program. Milam SAC transports from the CDC to Milam SAC in the afternoon.

Saturday Hourly, Care: one Saturday per month at the **Milam CDC** and **Milam SAC** from 1300-2300. Check schedule for Saturdays open and make reservations at any CDC or SAC. An \$8.00 deposit is at the time of your reservation. Your deposit is **applied to your bill, but will not be refunded** if you do not show for care and do not cancel prior to scheduled time.

IF THERE IS A DELINQUENT FEE ON YOUR HOUSEHOLD ACCOUNT, YOU WILL NOT BE ABLE TO MAKE A RESERVATION AND WILL MISS OUT ON WEEKEND CARE.

Youth Centers

Replica Youth Center Bldg. 5037 Sheridan

West Bliss, Located across from the Replica Indoor Pool and Replica of Old Ft. Bliss - Museum
Phone: 915-568-3523
Director: 568-3526

Regular - During School - Programming

M-F: 1500 – 1900; 1500-2200 Odd Dates Saturdays: 1300-2200 on Odd Dates (1, 3, 5, 7, etc.)

Summer, Fall, Spring, Winter Breaks

M-F Camp Hours: 0800-1200

Open Programming: M-F 1200-1900; 1500-2200 Odd Dates Saturdays: 1300-2200 on Odd Dates (1, 3, 5, 7, etc.)

Milam Youth Center Bldg. 10960

East Bliss, Located on Haan Rd
Phone: 915-744-2449 Fax: 744-2876
Director: 744-2452 Assistant Director: 744-2474

Regular - During School: Programming

M-Th 1500-1900 F 1500-2100 Saturdays 1300-2200 on Even Dates (2, 4, 6, 8, etc.)

Summer, Fall, Spring & Winter Breaks -- NO CAMPS

Open Programming: M-F 1300-2100 Saturdays: 1300-2200 on Even Dates (2, 4, 6, 8, etc.)

Youth Sports & Fitness Program

Youth Sports Plex, Bldg. 195

West Bliss, Located on Chaffee Rd
Phone: 915-568-5437 Fax: 568-1841
Director: 568-2908 Assistant Director: 568-2617

SKIES Unlimited Program

SKIES #1, Bldg. 3508 Ellerthorpe

Logan housing area, Located on Ellerthorpe next to the Logan SAS
Phone: 915-568-8336

SKIES #2, Bldg. 131 CLOSED FOR RENOVATIONS TIL FURTHER NOTICE

West Bliss, Located on Doniphan Rd, across the street from the Youth Sports Plex
Phone: 915-568-5544

Instructional Program Specialist: 915-568-7187

❖ **TEENS CERTIFIED TO BABYSIT THROUGH SKIES – ASK ANY PROGRAM FOR A CURRENT LIST**

School Liaison Office, Bldg. 505, Rm A107

Monday – Friday, 0730-1630
West Bliss on Pershing
Phone: 915-569-5064

School Liaison Services: Will assist you if you have a concern about your child/youth's public school experiences, if you want information about the schools or programs they offer, if you are seeking information about educational opportunities necessary to achieve academic success, if you need to locate a school point of contact, if you need help determining which school your child will attend, or if you would like information on requesting an intra-district or inter-district transfer.

CYS Will be open during training holidays. We will consolidate programs. I. E. Logan CDC and Main CDC will be together, Bliss SAC and Logan SAC will be together. When this occurs, each facility posts notices informing you to which facility you can take your child.

FEDERAL HOLIDAYS -- All CYS Facilities, including FCC Homes, are closed on Federal Holidays

Fees & Fee Policies

On 6 November 1989, congress passed the Military Child Care Act (MCCA), which affects the quality of Child & Youth Services on military installations. The MCCA required DoD to prescribe uniform fee regulations for military child development programs, school-age programs, and sports programs. Total family income determines the fees charged per category. When you register, your proof of income will set your fee category. We adjust your fees: 1. Annually - When you update your registration. 2. If spouse becomes employed and requires a full time/part time slot for care. 3. We will apply the highest fee category your household until you provide your total family income.

DoD updates our fee policy annually, which could affect the cost of care by category, and/or category ranges may change. We can give you a copy of current fees/ranges upon request.

AS of FY 2018 -- CONTRACTORS and RETIREES NOW RATED AS CATEGORY 9+ for use of CYS Facilities.

Registration Fee: No registration fee. The only time you incur a fee is when you enroll to use a specific program (sports, full day, SKIES, or use of hourly care)

Initial Enrollment/Holding Fee: Enrollment/holding fees only apply to Full day, Half day, or Part time programs. CYS prorates your fees when you enroll in a full day or part time program if that date does not fall on 1st or 15th of the month. Prorating authorized only at this time. Your initial payment will equal 10% of the monthly payment rounded to the nearest even dollar and must be paid at the time of enrollment. This is your holding fee. Holding Fees paid at the time of enrollment are your guarantee that the space will be there on the date requested. If you do not start on the date you have reserved, you will be required to make a 2-week payment every two weeks to continue holding that space. We will apply your initial fee to your tuition on the start date reserved. We can only refund your fees if you withdraw prior to the start date due to deployment, PCS move, or extended TDY. You may only reserve a space for two weeks at no cost. If you are currently with another care provider, we honor the amount of time required for a termination notice.

Regular Program Fees: Fees are due in advance of care on the 1st and 15th of each month. Payments will be late after 1800 on the 5th business day after the 1st and 15th of the month: **We charge late fees on the sixth business day. We have already calculated** Holiday closures into the program fees. We do not prorate for holidays.

Summer Fees: We charge summer fees on a weekly basis for youth in the Kinder Care, SAC and Youth Centers. The week runs Monday thru Friday. Fees are due the Wednesday prior to the week you need. Spaces that remain unpaid become available to other patrons.

CYS Online: Avoid rush time and waiting in lines to pay your tuition: You can visit <https://webtrac.mwr.army.mil/webtrac/blisscymys.html> to pay your bill, enroll for instructional classes as well as other things. Your user ID and password will be set up and emailed to you at the time of your registration.

Hourly Programs and Policy: Reservations available up to 4 weeks in advance. Hourly Care Payment is due on the same day of service. You must stop at reception counter to sign your child in and out. Payment is due at time of check out. You must present your receipt to the staff in classroom that releases your child to you. If you use hourly for before school care, payment is due when you drop off your child. You may prepay and keep a balance that you can use, as you need it.

The minimum charge for FCC is one hour and hourly care is fees are due in advance for the number of hours reserved.

No Show Fee: There will be an automatic charge of \$8.00 for any reservation not used AND not cancelled prior to time scheduled. We will cancel your reservation one hour after your reserved slot if we have not heard from you.

Households with unpaid balances will not have access to reservations or walk-in care until the balance is-paid-in-full. This applies to all programs.

Saturday Openings: Care is available on the first Saturday after the Army's first of the month payday. If first of month payday falls on a federal holiday, Saturday opening will be changed to the Saturday in conjunction with the Army's mid-month payday. Milam CDC, Bldg. 11896, offers weekend care for all ages 6 wks. -12 yrs. Hours: 1300-2300 hrs. Reservations and a deposit of \$8.00 are required. We apply your deposit to your bill when you pick up. Deposit not refundable if you do not show and you do not cancel prior to your reserved time.

In order to ensure adequate staffing, we request that you make your reservation by the Friday prior. If you do not make a reservation, we cannot guarantee that staff or slots will be available at the time that you need care.

The late fee for any child not picked up by closing is \$1.00 per minute beginning at 2301. If you are late 3 weekends in a row, you will lose Saturday care for a month.

Financial Assistance, Hardship Assistance, Community Resources

Families whose child care fees are 25% or more of their Total Family Income, which is Gross Income, may request a hardship review. CYS will align your fees accordingly if you are eligible.

Reduction of Fees for Legally Separated Families

We will review your assigned category if you have a legal separation. The possibility of lowering your category exists if your total family income changes. Your registration changes to that of single parent status with one income. A copy of the legal separation or a notarized statement stating that the sponsor has a legal separation is required. Battalion level commander or O5 and above must co-sign notarized

statements. DoD Civilian patrons must provide a legal separation document. We will remove spouse's income, but spouse WILL NOT be removed from registration documents until a final divorce decree has been submitted. Notarized statements and legal separation documentation are honored only for 90-day increments. After one year, we must receive a copy of application for a divorce signed by a lawyer or judge. This document will be honored for 90-day increments.

FCC Extended Care Program: Family Child Care has an Extended Care Program to assist in paying overnight care for single or dual military. Dual Military must be at mission at the same time to qualify.

Deployment Support Fee Reductions

For qualifying deployments: Each child is eligible for 16 hours of free hourly care per month. Some deployments begin free hours 30 days before deployment, during deployment and up to 90 days after return from deployment. If you are in a full day or half-day program, you will receive a discount off your tuition fee.

HARDSHIP PROGRAM available for families experiencing an unexpected financial hardship. Helps families using full day or half-day care. This is a temporary reduction not to exceed 1 year. Ask for forms at any CYS facility. A review by an ACS financial counselor or a certified financial professional external to CYS is required. The counselor will provide a recommendation for a fee reduction based on your situation and submit for Garrison Command approval. A Counselor or Garrison Commander will re-evaluate adjustments for Financial Hardships at least every six months. You can contact the Outreach Services director, 915-568-4646 or 915-569-5040 for assistance.

Child Care Services (CCS) Upper Rio Grande Workforce Solutions Borderplex

Website: www.ywcaelpaso.org Phone: 915-533-7528 ext. 1833 Fax: 915-313-0058

1-800-542-5057

Is a state funded program that provides assistance in paying childcare tuition for qualifying patrons. Military families are eligible for financial assistance from CCS. They have separate funding for assisting with costs for care of children with special needs and children of veterans. Ft. Bliss CYS programs are Rising Star Programs, which authorizes us to accept CCS funding.

The Child Crisis Center Provides day care assistance at no cost if you are experiencing a stressful situation and feel that your children are at risk. It is not a babysitting service. It is a cost free and safe haven for children. It assists you in providing a safe place for your child while giving you time to get yourself back on track. You do have to leave your child a minimum of 72 hours. During your child's stay at the Child Crisis Center, they provide formula, diapers, wipes and transportation to and from school and doctor appointments.

- a. If you have a medical emergency and no one to care for your children, they will send a representative to complete necessary paperwork so they can transport your child to the Child Crisis Center. No longer required to have CPS transport them.
- b. Has programs to help you with furniture, clothing, food, and payment of Utility bills.
- c. 4 hour Child Care vouchers to use at Ft. Bliss facilities for those who attend their classes.
- d. Free Care for Single Soldiers on CQ (day 1 is day of duty, day 2 is a day for you to rest, day 3 is pick up day = 72 hrs.)
- e. TDY / Field duty for single / dual military if both called to duty 24 hour care covered.
- f. Has a thrift shop on Dyer "The Discover Shop" (Behind Dunkin Donuts). Funds help support the Child Crisis Center

No reports are given to Command. You do not acquire a record. It is not a strike against you in any way. It is set up to meet all families' needs regardless of Rank, Family Income, Category, etc. without adding a financial stress to the existing stress. This is a civilian program; you can get more information by calling 915-562-7957.

Military Family and Life Counselors (MFLC) We have MFLCs assigned to all of our CYS Programs. MFLCs are Counselors with degrees and training who have been assigned by the U. S. Army to assist families at Ft. Bliss. They will assist you and your children in handling the stresses of deployment separation or other stressors you may be experiencing due to the demands of Military life.

MFLCs can guide you to available resources in our Ft. Bliss and El Paso Community, give you tips on handling some situations, listen, comfort, and be supportive. Along with meeting with parents, they also assist us with your children in our programs.

MFLCs do not diagnose or keep any documentation on visits/talks with you or your family. They are here to help us observe the children and monitor for any concerns reference your child. Some children experience severe separation anxiety when a soldier deploys, while others have stressful anguish when their soldier returns. MFLCs might provide a special activity or project for your child. Sometimes the aggression children show is because of the anxiety they feel -- but do not understand. If your child is experiencing difficult or changing behaviors, request to meet with our MFLC.

Each facility and classroom has the form you need to sign in order for the MFLC to work with your child. MFLC contacts you and coordinates a meeting location with you. MFLCs can make themselves available after hours and will meet with you at a designated point other than your home or car.

Volunteering / Patron Discounts - Volunteering can earn you discounts on tuition

There are several patron discounts available:

- Parent Participation: Families may earn 10% off their fees for volunteering 10 points a month. You may carry your points over from month to month until you reach the 10 points. Upon earning 10 points, you must redeem the points the following month. You may not carry them forward for future months. The **Parent Advisory Council meets**

quarterly and this will provide you with an opportunity to better our programs with your input. Contact your facility director or Outreach Services director for the next scheduled meeting and/or for other participation opportunities.

Multiple Child Discounts: A 15% multiple child discount is given families with multiple children attending regularly scheduled CYS programs (after the first child and will be applied to the least expensive types of care). This also applies if you have a child in the FCC program. **YOU** must inform the administrative assistant in the CYS facility so your fee can be manually modified. This discount does not apply to Sports, SKIES *Unlimited* programs or hourly/daily care.

- Team Sports Multiple Child: Families receive a 15% multiple child discount when enrolling more than one child during the same sport season and in the same sport.

Coaching: Head Coaches – may enroll their own children at no cost in any Category A or B sport occurring during the same playing season. One child coached by their parent in a Category C sport can play at no cost; subsequent children in a Category C sport receive a 15% reduction. Assistant Coaches – may enroll their first child at no cost in any Category A or B sport occurring during the same playing season the parent is coaching. Subsequent children receive a 15% reduction on the Sport Fee for sports occurring in the same playing season. One child in a Category C sport, coached by a parent, receives a 25% fee reduction.

Category A sports: Soccer, Flag Football, Track & Field, Volleyball, Basketball and Tennis.

Category B sports: Baseball, Softball and Wrestling.

Category C sports: Lacrosse, Ice Hockey

Vacation Discount

A written notice is required to reduce fees and charges for vacation for those children in the CDC infant through preschool age. We use this form to notify staff of your CDC/FCC child's dates of absence and to hold their space. Ask your program staff for the form so you can complete it and turn in at reception desk so we can document vacation dates in your file. This notice is very important. Without this notice, your fees will continue to accumulate and staff will spend needless time verifying your child's where-about/status. A child attending CDC, with the exception of Kindergarten or FCC is eligible for vacation after being in a full time program for 3 months. Child Development Center families may select a two or 4-week leave/vacation fee plan. This selection will occur during the family's initial or re-registration for the upcoming 12 months. Families who choose the 4 week leave/vacation fee plan pay a higher monthly fee than families who choose the 2-week plan as we annualize fees annualized to include leave/vacation. Once you select a leave/vacation plan, it **remains in effect** for the entire registration year (12 months).

Refund/Credit Policy: Program Director must approve any refunds. You may receive a refund, credit to your household, which you can use later or for another program if preferable. If you request a refund, and you made payment with a credit card, the refund is applied to your credit card. When payments are made by with cash or check and are under \$50.00 a cash refund is possible only if funds are available at the facility at time of request. For a refund over \$50.00, a request is sent to the Central Accounting Office and is mailed to the address that you specify.

Late Payment Fees

Payments for services are due in advance of use of service in all programs. Payments can be made up to five business days after the 1st and 15th of each month. Payments will be late after 1800 on the 5th business day after the 1st and 15th of the month: **A late fee of \$10.00 per child, per payment cycle is automatically assessed on the 6th business day.** Households in arrears on the last day of the month are placed in a delinquent status and your child becomes suspended from services until the household balance (including late fees) is paid.

Delinquent Fees

Failure to make payments within prescribed periods will result in denial of service, a notification is sent to the sponsor's commander and an action will be submitted to garnish fees due from the sponsor's wages or sent to a collection agency for civilian sponsors.

Withdrawal

A written notice of your intent to withdraw your child/youth from on-going programs is required two weeks prior to effective date of withdrawal. Ask your program staff for the form to withdraw your child/youth. This is crucial as notifications help effectively manage our spaces, staffing and keeps you from accruing needless fees. Upon your withdrawal, Parent Central and **CYS will export your household information to a CYMS server, which enables your gaining installation to import some information.** You may still need to provide documentation of immunizations, health assessments and special needs forms, so carry those with you.

Clearing CYS

Parent Central Services (PC), Bldg. 1743 Victory Ave. and the SLO Office, Bldg. 505 Pershing Rd. Rm. A-107 are the places you can clear for CYS when clearing for Permanent Change of duty Station (PCS) and ETSing. Parent Central is where you registered for CYS programs. If you have a child/youth in public school, you must bring, at the time of clearing, a Military Student Notice of Attempt to Withdraw Statement from your child/youth's school. If you clear during the summer months, when school is not in session you can complete the form at PC Services.

Denial of Services – 1. If you have unpaid balances that exceed the limitations as outlined in the Fees Sections above (late fees, late pickups, etc.). 2. You issue threats (physical or verbal) to staff, other patrons, or program. **(MPS & CPS will be notified)** 3. You physically or verbally abuse a staff member or other patron. 4. You do not qualify to use military facilities.

Civilian Sponsor Tax Liability

The Internal Revenue Code requires that we treat childcare subsidies as cash income, in addition to normal earnings. While no direct subsidy payment is made to any sponsor, either military or civilian, the DoD installation based child development programs are equally subsidized for all sponsors through appropriated funds. These subsidies enable the programs to provide quality care to your children at a rate less than would normally be charged. The subsidies essentially, reduce your cost of this nationally accredited childcare. DoD Civilian Sponsor families who utilize installation based CYS childcare must register with the Defense Civilian childcare subsidy program for Tax Liability. The online parent enrollment form can be found at <https://dodcivilianchildcaresubsidy.com>.

Tax Credit Reports

Your receipts are your proof of payment for income tax purposes. You can generate a childcare tax statement at the CYS Online website. A user ID and password is emailed to you at the time of registration. For parents using FCC providers, you must secure a provider's tax ID number.

Multi-disciplinary Inclusion Action Team (MIAT) / Special Needs Policies / Medical Action Plans / Health Policies / Administering Medication / Exclusion for Illness/Allergies

The Multi-disciplinary Inclusion Action Team (MIAT)

Team members include Army Public Health Nurses, CYS Program Directors, CYS Nurse, ACS EFMP Program Educator, CYS Teachers, CYS Administrator, ACS Systems Navigators, Parent, MFLC, and any other person on a need to be there basis. Group meets with parents to become educated on what each child's needs are to ensure we have all the information needed in order to serve your child's needs and determine if his/her needs can be met in CYS Ft. Bliss or alternate program.

Upon Identification of a special need (at point of registration or when child/youth is already in care), Parent will complete the **Army CYS Services Screening Tool DA Form 7625-1/Tool #1**. It is required that you update the Screening Tool DA Form 7625-1/Tool #1 annually or any time a change in condition occurs. **Parent Central is the only facility that you may submit MIAT forms. Parent Central is the location that will process this information.** After Parent Central receives paperwork with special needs concerns, we forward paperwork to Army Public Health Nurse (APHN) for approval and signature on **DA Form 7625-2/Tool # 1 Part G**. At this point, the APHN indicates, using **DA Form 7625-3/Tool #2**, if a full case review with the MIAT team is required. Parent must be present at meeting. The MIAT process may take anywhere from 7-30 days to be completed from point of initiation. The MIAT will review with you and approve use of CYS facilities.

Medical Requirements

Medical Action Plan (MAP): All MAP's require the Stamp/Date/Signature of Health Provider. If Health Provider has NO stamp – then the Health Provider Name/Location/Phone number. You are required to renew All SDS and MAP's yearly or sooner if a change in condition occurs.

The following MAP/MAP's may be required:

1. **Special Diet Statement**
 - a) **Food allergies require a Special Diet Statement (SDS) and Allergy MAP** – outlining specifics of allergy and lists substitute nutrient equivalent foods.
 - b) **Food Intolerance requires a Special Diet Statement (SDS)**. Intolerance of foods does NOT include food preferences such as Vegan meals or Organic foods.
 - c) **Food Substitutions by parent preference WILL NOT** be documented or reported as MIAT Cases
 - d) **Religious Preference** - A Special Diet Statement signed by CYS Coordinator is required. Only Parent Central can process Religious Preference requests. CYS programs cannot accept or process these.
2. **Allergy MAP** – outlining the specific allergy and indicating which medication required based on which symptoms are occurring.
3. **Respiratory MAP** – with Respiratory diagnosis.
4. **Seizure MAP** – included for Febrile Seizure or Seizure Disorders.
5. **Diabetic MAP** – with Diabetic diagnosis.

Any child or youth identified in the MIAT/SNAP process who requires Rescue Medication as listed on the MAP must have the Rescue Medication at the program in order to participate in the program. Rescue Medication Labels must have a complete set of instructions. The Fill Date or "Original RX Date" not to exceed (1) yr. **Manufacturer's Date CAN NOT be expired.** Medication Labels **CAN NOT** state "Give as Directed" or "Give per Manufacturer's Instructions". Check your Prescription Labels before leaving the Pharmacy to ensure information is correctly entered. This is the best time to catch and correct any errors. A full Set of Instructions include: Drug Name,

Amount to be Taken, Route to be used, Frequency of how often to be given. Rescue Medication labels should state “as needed” and the reason for medication.

Medication Dispensation

NO CYS FACILITY, INCLUDING FCC HOMES WILL ACCEPT MEDICATIONS WITH LABELS THAT STATE: “USE AS DIRECTED” OR “FOLLOW MANUFACTURER’S RECOMMENDATION”.

- CYS administers medications for full-day, half day, and part-day children/youth as well as Rescue medications for children with rescue medications. Parents must complete DA form 5225-R for each medication. As per regulations and APHN, only certain medications are approved. All CYS programs have a list of the approved medications. You may request a copy from the program your child/youth uses. Present the list to your child or youth’s physician so he/she will know what medications our programs can administer (Appendix D Approved Medication List). Our CYS Coordinator may be able to issue exceptions for some of the Medications not on the list
- CYS administers Medications at 12 noon and 2 PM. Medication administered three times daily should be given at 6 AM, 2 PM, and 10 PM. CYS administers the 2 PM dosage. Medication administered four times a day should be given at 6 AM, 12 noon, 6 PM, and midnight. CYS administers the 12 noon. Parents are required to adjust medication schedule at home. Required medication must be on site when your child is in care.

CYS programs will only accept Medications if the label is in the proper format and prescribed by a physician. All medication must include the following to ensure no delay in administration at CYS:

- The parent must administer the first 24 hours of any oral medication. CYS staff will administer only after the initial 24 hours.
- Medication must be in the original container and must have a child proof cap
- Label should include special storage instructions (i.e. keep refrigerated)
- Container will be clearly labeled and the label must be legible with
 - a. Child/youth’s name
 - b. Name of Medication
 - c. Current Date
 - d. Physician’s name who ordered the medication
 - e. Actual/full/Clear set of instructions for administering the medication, exact dosage. Example:
 1. Antibiotic Name,
 2. Give one tsp every 4 hours by mouth for infection for 10 day
 3. Start 5 Jan XXXX end 14 Jan XXXX
- **CYS staff will not give insulin injectable.**
- Rescue medications are the only medications that may be labeled “as needed” (Epinephrine, Antihistamine, Inhaler, Nebulizer, Diastat or Glucagon Injectable Medication)
- **“Over the Counter”** medications will be given **ONLY IF ORDERED** by a Physician **WITH A PRESCRIPTION** are on the list of approved medication (check with facility staff first if it is not on approved medication list.
- Medications prescribed as once or twice a day will be administered at home by child’s parent/guardian. **EXCEPTION:** Health Provider indicates a specific time for the medication to be administered and that required time occurs while a child/youth is at their CYS Facility/FCC Home.

RESCUE Medications can be prescribed as needed. Only Rescue Medications may have “as needed” entered on the label. (Example: Give two puffs as needed for coughing, wheezing, or shortness of breath)

All Medications must be in a zip lock bag or covered container, which is labeled with the child/youth’s name. Proper measuring devices must be provided by parent and accompany the medicine in the bag or container. CYS programs keep all medications stored in secured containers at designated locations at each program site. Rescue medications will follow child on transitions to other rooms or on walks. The Diastat Rescue Medication CAN NOT be stored in the classroom with the other Rescue Medication. Medications are stored in the classroom/FCC Homes secured and out of reach of the children. Programs have refrigerators for medications which require they be kept in a refrigerator. Medications will be secured with a reusable childproof lock or device, which is easily accessible in the event of an emergency.

School Age Child & Youth Self Medication (SAC/YC)

It is the Parent’s responsibility to complete and sign the DA form 5225-R for each RESCUE Medication indicated on the MAPS. Self-medicating in CYS programs requires written instructions (the back of MAP /Medical Action Plan) from the child/youth’s Physician clearly spelling out what self-medication is allowed. If the child/youth’s Physician determines that, he/she is developmentally appropriate and the School Age Child (SAC) or Youth (YC) knows enough about the disease and treatment procedure to do so. Child/youth, who self-administer medication while in school, should be able to do so in a CYS setting. SAC and Youth can self-medicate; however, SAC cannot self-carry his/her medications. Youth who self-carry **must be instructed not to share** medications and should a youth violate these restrictions the privilege of self-medicating/self-carry will be revoked and parent will be notified. Upon entering the CYS MWR Buses or CYS Buildings the MST (who self-carry medication) are required to show or notify staff at all times when self-carrying medication. Staff at facility may ask MST to show the medication. The Map must be current and the Rescue Medication matches the MAP. The Rescue

Medication is not expired and the Prescription label contains a full set of instructions per Operational Manual (i.e. "Inhale 2 (two) puffs every 4 (four) hours for wheezing or shortness of breath"). Please avoid the words "take as directed or follow manufactures instruction" on the Prescription label. **It is the Youth's responsibility to have their Rescue Medication with them at all times or be able to reach it within 2 minutes.**

School Age children's medications are kept stored in the facility, secured, and out of reach of children, but not padlocked (i.e. stored in backpack/fanny pack with childproof lock or tie).

It is the Parent's responsibility to complete and have the DA Form 5225-R (CDC Medical Dispensation Record) for each Rescue Medication indicated on the MAPS. These must be signed.

Basic Care Items

Basic care items are over the counter items for the prevention of sunburn, lip protection, diaper rash, teething (Benzocaine Free), lotion (non-medicated lotion) and insect repellent. Only these items may be used without a prescription and allowed to be applied in CYS programs. They must be specifically age-appropriate and applied properly. Parent must complete a Basic Care Item form for each item and supply the basic care item. Please do not list more than one item per sheet. Basic Care Items must be current (Check Expiration Date on Basic Care item). Each item must be labeled with child's first and last name. Diaper cream should be a BARRIER TYPE CREAM ONLY. Teething tablets or teething products that contain Benzocaine for children under 2 years old are prohibited. Lotions will be for preventing dryness in skin only. Basic Care items no longer in use or needed by child cannot be stored at facility. Basic Care items will be returned to parent when expired or no longer needed.

Health

Immunization Schedule: Immunizations **MUST BE CURRENT** in order for your child to participate in our programs. Please refer to the Center of Disease Control (CDC) and your local State requirements for Immunizations required.

Immunization Exemptions:

Exemptions for Medical and Religious purposes: CYS Coordinator must approve and sign exemption statement.

Parents requesting Exemptions for immunizations must come to Parent Central. CYS programs CAN NOT accept or process exemption paperwork.

Medical exemptions require a certified health professional to specify reason, sign, stamp, and date a memo.

Religious exemptions require a statement written, signed and dated by parent specifying Religious concerns. (The Religious exemption must include an Approved State Affiliate)

Youth Sports and Fitness - Physicals and Liability Waiver -Youth must have a current sports physical in order to participate in sports events. CYS Registration and Sport's Physical cannot expire prior to start of event signed for. Should the Physical expire during the course of the sport signed for, a 30-day extension will be granted if parent provides proof of scheduled appointment to renew Physical.

Fitness program is for youth 10 years old through 12th grade. If youth is at facility, youth must be participating in a class – no "hanging out". Parent must complete and have on file a Liability Waiver along with current Physical and Registration.

Children Who Are Too Ill To Be At Program / Require Emergency Care or Isolation

If your child/youth becomes ill while in a CYS program the parent/guardian will be notified immediately by a phone call to telephone numbers on file. If necessary, an ambulance will be called for medical treatment. If your child/youth is required to be placed in isolation for any length of time due to the inability to locate you, the cost of having one staff member stay with the child/youth will be added to your fees.

Daily Health Screening

- A. Daily admission health screening is performed on all children/youth by staff and FCC providers. Centers and homes will post notices of contagious illness the day of exposure.
- B. Staff will inquire and child may be denied care if child has had:
 1. Nausea, Vomiting or severe diarrhea (three (3) or more episodes within previous 24 hours.
 2. If consultation with health care provider regarding child health concerns does not clear to return.
 3. **Fever-axillary (armpit) temperature** greater than 100.5° F for infants three (3) months and younger or 101° and higher for children 3 months to 4 years. Children 5 and older may have temperature taken axillary or oral.
 4. **Exclusion from program during Influenza Season (1 October - 31 May):** criteria for children/youth and adults who become ill during the Influenza Season: having a fever (100° F axillary or oral) **and** at least one (1) respiratory symptom such as runny nose, cough, congestion, sore throat, intestinal upset, and diarrhea. **NOTE: Individuals may be infected with the flu and have respiratory symptoms without a fever.**
 5. Inability to participate in daily activities.
- C. If any of the above symptoms are noted or reported, the care provider will determine that the child needs to be temporarily denied service.

Illness criteria for denial of service: Children/youth who appear to be ill or show signs of fever will be closely screened and may be denied admission based upon the following symptoms: (Reference Appendix H. Child Illness/Injury Readmission Record)

1. Inability to participate in daily activities.

2. Fever in excess of 100.5° F for infants three (3) months and younger or 101° and higher for Children 3 months to 4 years. Children 5 and older may have temperature taken axillary or oral.
3. Obvious illnesses such as:
 - a. Impetigo - red, oozing erosion, scabbed blister with a golden yellow crust that appears "stuck on".
 - b. Scabies - crusted/wavy ridges and tunnels in the webs of hands, fingers, wrist and trunk.
 - c. Ringworm - flat, spreading ring-shaped lesions.
 - d. Pinworm infestation.
 - e. Chickenpox - crops of small blisters on a red base that become cloudy and crusted in 2-4 days.
 - f. Head lice - nits (white dots) attached to the hair shafts.
 - g. Strep infections diagnosed with positive cultures that has not been under treatment for at least 24 hours.
 - h. Conjunctivitis (pink eye) - red, watery eyes with thick yellowish discharge.
 - i. Persistent cough, severe diarrhea, or vomiting.
 - j. Symptoms of other contagious diseases such as mumps, hepatitis, scarlet fever, and strep infections.
 - k. Diarrhea: Severe water diarrhea with three stools within 1 hour, or the diarrhea contains pus or blood or associated with fever and/or vomiting, parents will be called to pick up the child. A health care provider must evaluate any diarrhea greater than three stools within 1 hour. Exclusion is required for all diapered children whose stool is not contained in the diaper and toilet-trained children if the diarrhea is causing soiled pants or clothing. If the health provider determines the diarrhea is related to a medical condition, the child will be denied services and CANNOT return until health provider clears him/her. Parent MUST PROVIDE a physician's note stating what type of diarrhea child has before returning for care if it is less than 24 hours.

Readmission after Illness: Staff will issue Appendix H - Child Illness/Injury Readmission Record to you when your child is sent home from facility. **You must bring us** Appendix H - Backside must be completed and signed by Health Provider for clearance to return. If you do not have Appendix H, you may bring us your doctor's note of clearance. Children/youth may be readmitted after an illness only when their **presence will not endanger the health of other children/youth** and they **are well enough to participate in usual daily activities** and under the following conditions:

- a. Fever - physician has signed Child Illness/Injury Readmission Record or fever has been absent for 24 hours without medication.
- b. Nausea, vomiting, or diarrhea has subsided for 24 hours.
- c. Lesions from impetigo are no longer weeping.
- d. Scabies is under treatment for 24 hours.
- e. Strep has been under treatment for 24 hours.
- f. Lice are under treatment for 24 hours and no nits/eggs can be seen.
- g. Pinworm treatment has occurred 24 hours before readmission.
- h. The contagious stage of the illness is completed.
- i. Conjunctivitis has diminished to the point that eyes are no longer discharging.
- j. Oral Antibiotic medication must have been given for a 24-hour period; the 24 hours begin after you give the first dose to your child/youth.
- k. Chicken Pox lesions are crusted, usually 5 to 6 days after onset. Child cannot be readmitted to care until all lesions are crusted over.
- l. Health care provider has approved readmission so no extra staff will be needed to care for your child/youth.
- m. Ringworm treatment has begun and site does not have to be covered.
- n. Thrush under treatment.

Reporting Communicable Disease

It is important that you notify your child/youth's program if he/she has contracted a communicable disease. The CYS Program Director must notify the Army Public Health Nurse (APHN) and parents whenever a communicable disease is reported in the program. This helps us reduce the duration and chances of spreading it any further.

Readmission after Communicable Disease

Children/youth may not be readmitted to a CYS program, after being diagnosed with a communicable illness, without a statement from the child/youth's medical provider indicating the child/youth is no longer infectious and is well enough to return. A child/youth may be readmitted without such a statement if the child/youth has been absent for the period of time designated by the AR 608-10 or Operations Manual, and Health SOP, for the specific illness or disease the child/youth has had. (Program Staff have list)

Child Abuse/Neglect Reporting / Definitions of Abuse and Neglect /DoD Hotline Poster

Child Abuse/Neglect Definition: The physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, or other maltreatment of a child under the age of 18 by a parent, guardian, employee, volunteer, or any staff person providing out-of-home care or supervision, who is responsible for the child's welfare, under circumstances that indicate that the child's welfare is harmed or threatened. The term encompasses both acts and omissions on the part of the responsible person.

Child Abuse and Neglect Identification: CYS staff and FCC providers are trained in recognizing signs of child abuse and neglect. CYS staff and FCC providers are required by law to **report suspected** cases of child abuse or neglect to the Military Police. Odd behavior,

dirty clothes, lack of cleanliness, suspicious bruises, abrasions, burns, and other physical marks; children making statements about someone causing injury or touching them inappropriately are evidence of possible abuse or neglect and must be reported to the proper authorities.

Keeping Children/Youth Safe – Everybody’s Business: If at any time you see anything you think is inappropriate, please address it directly to the caregiver/full time room manager/director. Your assistance in helping us identify poor care giving skills or actual abuse is one of the critical factors in preventing child abuse.

If you suspect child abuse, child neglect, or a safety violation in your child/youth's center/program or family child care home, report it to:

Department of Defense Child Abuse and Safety Violation Hotline: 1-877-790-1197

Family Advocacy Program: 915-568-9129

Safety Office: 915-568-2510

DoD Hotline posters are posted at entrance to all CYS facilities. Posters contain numbers to call and website to use if you need to report abuse/neglect.

CYS staff will report any suspected incidents to the following reporting point of contact (RPOC): Fort Bliss Military Police 915-744-2115, then the director will report to Child Protective Services (CPS): 1-800-252-5400.

Military Family and Life Counselors (MFLC) --- (DETAILS ON PG. 13 – ask your program director for information)

MFLCs work with all CYS Programs. They are trained and degreed staff provided by the U. S. Army to assist families who are experiencing stressful situations. They meet with you in a public place and after hours if requested. They cannot meet with you in your home or your car.

Supervision of Children/Home Alone

Ft. Bliss ensures the safety of children by enforcing a policy that outlines at what ages or times children and youth can be left alone or in charge of siblings. The Ft. Bliss Supervision of Children Policy outlines that children 0-5 years of age may not be left alone at any time or any place. Children 6-9 years of age may be allowed to play outside alone as long as a responsible adult provides direct supervision, but may not walk to and from school alone. They must be supervised by a responsible adult. Youth ages 10-11 years old may be left unsupervised for up to two hours and only during 0600-2000 hrs. Youth 12 years of age may be left unattended for up to four hours and only during 0600-2000 hours and may babysit younger siblings in the same four-hour period. Youth 13-15 years of age may be left unattended during the day and evening hours but cannot exceed 8 hours. These youth, may babysit younger children that are not siblings. Youth 16 and older may be left unattended, to include overnight. This age youth group is also authorized to babysit younger siblings during the same time. Curfew policies will be complied with: 16 years of age and younger may not remain, walk, run, stand, drive, or ride about in or upon any public place on Ft. Bliss between 2300 and 0600 hours.

It is strongly recommended that youth performing babysitting for siblings or other children take the babysitting course offered through SKIES Unlimited which will certify them in First Aid and CPR.

It goes against Ft. Bliss Policy to leave children unattended in your vehicle. It is also against policy to leave your vehicle running when unattended by an adult. NEVER LEAVE A CHILD UNATTENDED IN ANY VEHICLE. When temperatures are high you expose your child to danger of suffocation. Did you leave the windows down to protect them? Guess what strangers are out there looking for the opportunity to take your child. A running vehicle is a temptation to a mobile child, he/she will attempt to “drive” pushing gears, moving buttons, etc. Keeping children safe is a shared responsibility, let’s work together towards that goal.

Guidance and Discipline - Program Assistants and FCC Providers use a positive discipline approach. Discipline will be applied in a consistent manner based on an understanding of the child/youth’s needs and behaviors of children/youth at varying developmental levels. Simple, understandable rules have been established so that every child/youth knows what is expected of them. Discipline will be constructive in nature, including such methods as diversion, separation from the situation, redirecting to another activity, non-participation in an activity, praise for appropriate behavior, and gentle physical restraint such as holding.

A “Character Counts!” initiative is within all our CYS programs and at many military impacted schools in El Paso. The Character Counts! Program, (a character-development program) teaches children/youth through age appropriate activities using the six Pillars of character (Trustworthiness, Respect, Responsibility, Fairness, Caring, Citizenship), these are universal values that help us make good choices. Knowledge of appropriate behavior assists children/youth in developing appropriate social behaviors.

Suspension

Our goal is to guide and direct children/youth toward acceptable behavior. Persistent displays of inappropriate behavior from child/youth will be documented on an incident/accident report form and discussed with parent to establish an intervention program. Intervention may include: assistance from the **Multi-Disciplinary Inclusion Action Team (MIAT)**.

You will be contacted and asked to pick up your child/youth if he/she becomes unruly, uncontrollable, or if his/her conduct is such that it interferes with or harms other children (i.e., biting, scratching, fighting, pushing), and does not respond to adult authority. **No refund will be granted as a result of a suspension or removal.**

The procedure for suspension of children from CYS programs is as follows:

- a. Child will be separated from the group and the parent will be notified immediately concerning uncontrollable behavior or any incident resulting in injury to another child, to the child, or to a staff member.

- b. In the event of suspension, the number of days and/or conditions for return will be determined on a case-by-case basis which may include a MIAT meeting in which the parent (s) meets with the MIAT team to discuss a plan of intervention.
- c. The decision to permanently remove a child from the program will only take place after all alternatives have been explored and tested.
- d. Permanent removal will be determined through a MIAT Team decision.

Touch Policy

Appropriate Touching and What It Involves:

- A. Recognition of the importance of physical contact to support child/youth's nurturance and guidance.
- B. Adult respect for personal privacy and personal space of children/youth.
- C. Responses affecting the safety and well-being of the child/youth (e.g., holding hands of child while crossing the street; holding child gently but firmly during a temper tantrum).
- D. Examples of appropriate touching depend upon the age of the child/youth. For young children it includes: diapering, cleansing of genital area after bowel movements or urination and/or accidents, hugs, lap sitting, reassuring touches on the shoulder, and naptime backrubs. For SAC it includes hugs and reassuring touches on the shoulder. For Youth it includes reassuring touches on the shoulder and fist bumps.

Inappropriate Touching and What It Involves:

- A. Violation of laws against sexual contact between adults and children/youth. Adults may not use coercion or other forms of exploitation of the child/youth due to the child/youth's lack of knowledge. This includes any touch that satisfies the sexual needs of the adult.
- B. An attempt to change child/youth behavior with adult physical force, often applied in anger. An adult "striking out" in anger reinforces the child/youth's own "striking out" to respond to a problem.
- C. Examples of inappropriate touching include but is not limited to: forced hugs or kisses, corporal punishment, slapping, striking or punching, pulling of hair, tickling for prolonged periods, shaking, grabbing of or jerking of limbs, fondling, molestation, shoulder bumps, chest bumps or any physical contact within reason that the child/youth describes as making them feel uncomfortable.
- D. All Child and Youth Services staff and volunteers are bound by Army regulations to immediately report any infractions of this "Touch Policy" to their appropriate RPOC and director or chain of command.

Daily Admission & Departure Procedures

Arrivals and Departures

It is very important that your child is signed-in on our computer system and with the caregiver in each child's area. By doing so, it allows us to know which children and how many children we are caring for. This also applies to departing the center. When departing the program, you must sign out on the computer at the front desk as well as in the classroom, please ensure that the caregiver in the area is aware that your child is leaving. This allows us to maintain an accurate count of children, and assures their safety. Children will only be released to siblings who are at least 13 years of age and listed as a person allowed to pick up in CYMS and classroom. Children will be released to parents or guardians listed in CYMS, a picture ID will be required. Children will not be released to parents that appear to be intoxicated.

PARENTS NOT AUTHORIZED TO PICK UP A CHILD: CYS MUST HAVE A RESTRAINING ORDER AND A COPY OF THE CUSTODY AGREEMENT THAT LEGALLY DENIES CONTACT OR AUTHORIZATION TO PICK UP. A parent will not be denied access to their child or the right to pick-up their child from a CYS program unless copies of these documents are on file with our Parent Central and program child is using.

For those children who are being picked up after school, children check-in with our staff at their schools' pick up point. Any child who is enrolled for the afternoon and does not check in will be followed up on. We will call parents and talk to the child's teacher in an attempt to find out why the child is not present. Please let us know before dismissal time, **by 1430**, if your child will be absent. Sponsor's commander will be notified for recurring failure to notify your child's program. Your child's safety is very important to us. Please be patient and understand this procedure is for the safety of your child. **IMPORTANT NOTICE** – If your child tells us he/she is supposed to walk home or wait to be picked up by a parent or friend, we can't take the child's word alone; we must have prior confirmation from the parent. Additionally, if you notify us that you do not wish us to pick up your child and your child is still waiting to be picked up when we are ready to leave school grounds, we must take your child with us as a safety measure.

Child Left After Hours

The regular CDC and SAC program day ends at 1800, Monday thru Friday. Your FCC care ends at the time stated on your contract. Check with the facility director for the closing time of special events and Saturdays. Your child **must be picked up** by you or your emergency designee by 15 minutes after closing. The Military Police and sponsor's Command will be called. There is a \$1.00 late fee charge per minute up to 15 minutes **per family per site**. When you are **later than 15 minutes you will be charged \$5.00 per child, per site**, for the remainder of the hour and then \$5.00 per child per site for each additional hour.

Food and Nutrition Policies/Special Diet Statements

All CYS programs are operated in accordance with Department of Agriculture policy which does not permit discrimination because of race, color, sex age, handicap, political beliefs, religion or national origin. More information may be obtained here or from the Office of Equal Opportunity, USDA, Washington, D.C. 20250. Any person who believes that he or she has been discriminated against in any US related activity should inform the director. Unresolved complaints should then be addressed to the CYS Coordinator. You also have the option of contacting the Equal Employment Office here at Fort Bliss or you may write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Ave, SW, Washington, DC 20250-9410 or call (202) 720-5694.

Menu

A menu that includes a variety of children/youth's favorites, fresh seasonal foods and food from other cultures is prepared in a four-week cycle menu. The menu is planned by our CYS cooks, nutritionist and CYS Chief. This menu is approved for wholesomeness and complete nutrition. Menus follow USDA and DA guidelines for nutrition and portion size.

Food Allergies

Any food allergies or special diets need to be brought to the director's attention in writing. Food allergies must be verified with a physician's statement and documented on a Special Diet Statement. Our programs offer Silk brand, organic soy milk and rice milk for children with medically identified milk allergies. Food allergy concerns will be addressed and reviewed through the Multi-disciplinary Inclusion Action Team (MIAT).

Infant Food and Formula

Infant formula must be brought in individual bottles. Bottle must be labeled with child's name, date, and contents. Medications, rice or any other items **MAY NOT** be added to the formula. Rice and other type of thickeners may be used in the formula only when prescribed by a physician and must be included in the label. We provide one brand of formula.

Infant food and formula are supplied by our programs. For our hourly rooms we will use the liquid formula, we need you to bring us a clean bottle for every 3 hours your child will be at the program. For full day rooms we supply infant food and one brand of formula. If you use the brand we offer for your infant, we will issue the milk to you and you will bring already prepared and labeled bottles.

Food Program Inspections: A specialist from the Preventive Medicine section inspects the kitchen and food storage areas each month to insure sanitation and food safety compliance. We follow first in first out storage to ensure our food does not expire and find ourselves wasting food.

Meals/Snacks Provided: Meals and snacks are provided at no cost to you. All meals and snacks will be prepared and provided by CYS kitchens as prescribed by USDA guidelines to ensure nutritious choices for all children/youth. "Brown Bag" or home prepared foods sent by parents are not permitted, as per AR 608-10, 4-35 and C-112, compliance item 2. Snacks are served as a family style or buffet self-serve; fresh fruit is always available.

Transportation Policy

CYS facilities utilize government vehicles/FCC providers utilize their privately owned vehicle.

All CYS Staff who drive government vehicles must complete a Safe Driving Course to ensure staff are trained to operate those vehicles and ensure the safety of our children. Our safe passenger rules must be adhered to at all times, please review them with your child. Failure to follow these safety rules may result in the suspension of a child's vehicle privileges.

- ✓ Seat belts must be worn at all times in mini-buses. 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 used at all times in vehicles.
- ✓ Eating, chewing gum, and beverages are prohibited in vehicles.
- ✓ Hands and items must stay inside. Nothing may be extended out a window.
- ✓ Help the group keep the vehicle clean and trash free, place trash in designated trash containers.

Field Trips

Field trips will be scheduled for children/youth in regularly scheduled programs/camps. Parents must sign the field trip notice prior to the field trip. Under **no** circumstances will permission be accepted telephonically. Parents are encouraged to volunteer and accompany the children/youth on the field trip. Children/youth going on the field trip must depart and return to the CYS facility. Parents may not pick child up at fieldtrip site.

All Field trip sites will be assessed and monitored prior to a field trip to ensure it is a safe place to take the group.

SAC and Youth ONLY: arrangements for pick up at the field trip site must be coordinated with the facility director in advance of the field trip. Please do not send money as children under 5th grade are not allowed to spend it during program hours or field trips.

Bringing Personal Items from Home - Personal Toys/Games/Spending Money

The program is not responsible for lost or misplaced items. However, if the items are labeled, it does make it easier for parents and staff to recognize ownership. We recommend that personal toys be left at home to prevent misunderstandings between children/youth, breakage,

or loss of a favorite item. Extra money is not needed as your fees cover everything your child will need while in our care. Children in CDC and SAS programs are not allowed to spend money on field trips/outings.

Parents as Partners/Parent Education/Parent Conferences/Parent Advisory Councils

We strive to meet you and your child's needs for care and extracurricular activities. Our goal is for you to establish a partnership with the staff working in your child's program. You can do this by participating in planned activities and with regular communication/interaction with us. Your communication with us will provide the ideas for program improvements. We strongly encourage you to ask questions about the program and observe the activities. Keep us informed of any changes taking place in your child's life (cultural needs, allergies, illness, family structure, deployments, phone numbers etc.). Together we can strengthen our programs to better meet your needs.

Open Door Policy (Parent's rights and Responsibilities)

All Fort Bliss Child, Youth and School Services Programs have an "open door" policy. This policy has been established to encourage involvement in your child/youth's program and to support your responsibility as parents to ensure safe care is being provided for your children. You are encouraged to spend time in the programs and get to know the program staff and FCC providers. Parents should make it a point to visit the CYS program at different times of the day.

We are very proud of our staff and all our child and youth programs at Fort Bliss. We invite you to visit and participate with your child's classroom, camps, fieldtrips, etc. You will enjoy the many activities teachers have planned that help your child grow and develop in each stage of his/her life. To assist staff in providing quality care, parents need to become partners in our programs. Studies point out that abuse is less likely to occur in programs where the parents have access to their children/youth.

Parent Education Opportunities - Our programs will provide educational opportunities at each CYS facility or at our Parent Advisory Council (PAC) meetings. Classes offered will be pertinent to working with children (development, special accommodations, community resources, etc.) and/or topics requested by parents and will be advertised at facility level via flyers, memos to parents or on wall displays. We also work together with the programs on Ft. Bliss such as Army Community Services (ACS), Exceptional Family Member Program (EFMP), etc. We will display flyers they send us to re-advertise and ensure you are informed of upcoming classes. Parenting classes are offered by ACS for anyone interested. We are not given a "How to Parent Guide" when we have children so it is nice to have someone give us a few tips.

You may also contact the Outreach Services Director at 915-569-5040 or stop by Parent Central (Bldg. 1743) for a list of upcoming opportunities and Parent Advisory Council meeting dates and times.

Parent Conferences: First conference should occur prior to or the first day of your child beginning care. This ensures that you and the teacher have exchanged crucial information reference your child. Follow-up conferences are held once a quarter. Teachers will review your child's progress in stages of development and share goals set up for him/her. Additional conferences can be arranged by parent or teacher if need demands it. (I.E. Child transitions to a new group and parent wants weekly input; child is experiencing separation anxiety due to deployed parent), Please request at least a week in advance unless it is an emergency as we need to arrange to cover the teacher so you can have an uninterrupted conference.

Give the teachers tips or activity ideas based on your family's traditions or culture that you would like to see incorporated.

Our Parent Advisory Councils are established at each program. **SEE FINANCIAL ASSISTANCE DISCOUNTS FOR VOLUNTEERING** page13. These council members assist us in getting input from parents on how we can improve our services or alert us to overlooked policies.

Cultural / Family Traditions Exchanges During your initial conference and follow up conferences, share with the staff any valuable information that can help enhance our curriculum and experiences we offer the children. Many times we look at only Cultural or language ideas but forget that some families enjoy valuable Family Traditions that have been passed down through the generations. Share Family traditions both cultural and those passed down/inherited through the generations. We want to highlight and embrace each child's family customs and traditions. (Recipes, holiday traditions, family's home language, where they were born, hobbies, favorite pass times, etc.)

Parent Feedback

We have DA, DoD, and Accreditation policies and criteria that must be followed and applied, however, parent input is of high value and assists us in providing/meeting your needs for child programming. Parent surveys are completed at least once a year, please complete and return. We are required to have these for DA certification and Accreditation and they are very valuable in helping us assess our programs from our customer's point of view.

Use of Video Surveillance System (VSS)

All CYS care-giving facilities are monitored/recorded by video surveillance 24/7. The VSS is designed to deter and reduce the risk of child abuse in CYS Services Facilities. It protects staff from unwarranted allegations of child abuse while providing Soldiers and parents a "peace of mind" about their child's safety. It is also a tool for managers to complete monthly observations of staff.

Family Care Plans – All Single and Dual Military must provide a signed copy of the Family Care Plan that outlines a short term and long term provider. Family Care Plan must already be signed by commander and short term provider should be a person who is non-active duty and lives locally. Family Care Plans must be turned in to Parent Central within 30 days of initiating registration in order for the registration to be complete.

If you become **GEOGRAPHICALLY SINGLE**, divorced or separated and your children reside with you, you must submit a Family Care Plan as outlined above, signed by your commander. Your command may not require it but CYS must have one on file if your spouse is living in another city/state/country.

Staff Qualifications and Training Background Checks

CYS employees and FCC Providers have each had extensive background checks by Provost Marshall's Office, Criminal Investigative Division, Social Work Services, Army Drug and Alcohol Program and El Paso Police Department. In addition, any persons over the age of 12 in an FCC provider's home have been investigated. Additional checks of FCC providers include the sponsor's commander, the housing contractor and school counselors. CYS staff also undergo a Child Care National Agency Check conducted through the Office of Personnel Management by the FBI.

Staff Identification

All staff in CYS programs will be required to wear a name tag listing employee's first and last name when on duty. Name Tag will have name in red or green. Staff will also be in uniform. Example: At the Child Development Centers you will see staff wearing aprons. Green aprons/tags indicate all background checks have come back and staff member has been cleared, red aprons/tags indicate that staff background checks have not been completed and staff member must work with a partner at all times. Red Aprons/tags must never be left alone with the children.

Training

An Individual Developmental Plan has been established by CYS that must be followed by all staff. The plan entitles staff to promote from Entry level to Target level as they complete and apply the trained practices consistently. Training has been provided in the following but is not limited to: Ages & Stages growth characteristics, age-appropriate developmental and recreational activities; environments; guidance techniques; child health, sanitation, and nutrition; administering medication and communicable diseases; safety and emergency procedures; child abuse identification, reporting, and prevention; special needs awareness; CPR and first-aid; regulations and SOPs; and parent/public relations. As well as needed credentials and certifications for their area of expertise. Each receives at least 24 clock hours of training per year when the state licensing regulations only require 16 hours per year.

Program Certification and Accreditation Requirements

DoD Certification - We are annually inspected and certified by the Department of Defense and comply with the Army regulations governing facilities providing care to children/youth. These regulations are intended to establish minimum standards in order to protect the health, safety, and welfare of children/youth. Our activity space, supplies and equipment are high quality, maintained in good repair and inspected by the higher headquarters' authority. In addition to this annual inspection we have annual/monthly/quarterly inspections by installation agencies (Fire, Safety, Health, Preventive Medicine, DPW, etc.) as well as off post agencies. Parents as well as all staff are involved in observing and documenting the fact that we meet our own standards of quality. Our annual report includes a section for parents to complete. Inform your director if you are interested in completing that portion.

National Accreditation - Fort Bliss child development centers are accredited by the National Association for the Education of Young Children (NAEYC); Family Child Care Homes (FCC) are accredited by the National Association for Family Child Care; the school age sites are nationally accredited by the Council on Accreditation (COA) following the National Afterschool Association (NAA) standards. This accreditation assures parents of a commitment to responsive and loving care, trained and competent staff, a safe and healthy environment, and consistent program improvement and quality. We involve the children, families, staff, and community in an open dialogue about the program. Together, we make changes which benefit the whole community. The accreditation process provides that "you", administration, staff, families, children and the community members are the best people to make the changes that will improve the program.

Curriculum

Each program offers activities geared to the developmental ages and stages of children and youth. All CDCs and FCC Homes follow Creative Curriculum from Teaching Strategies. School Age, Youth follow the Boys and Girls and 4-H Curriculum. Youth sports activities are associated with 4-H, United Way of America, and the Boys and Girls Club programs.

Find Curriculum Requirements/Details for each program on Pages 27-36 (Program Annexes (A-G-1))

***Developmental Programing in each age group**

***Multi-Age Grouping**

Birthday Celebrations - You may arrange for a birthday party for your child. However, you must provide the refreshments, favors and games. Please make arrangements with your child's lead caregiver at least one week before the party. The center follows Department of Agriculture dietary guidelines, the use of sugar is limited and nutritious well balanced meals are served. Birthday parties are no exception. Please provide nutritious finger foods, and/or fruit along with your cake and ice cream. **Please do not make gift exchange a part of the party.**

Accidents/Injuries procedures while attending CYS Programs

Accident/Incident reports will be completed when your child experiences an injury in the course of play or if an incident occurs that is a cause for concern (i.e. a child falls and scrapes knee; a child becomes violent with a classmate). All accident/incident reports are to be

completed by staff witnessing the accident/incident and presented to parent for signature on the day it occurs. An ambulance will be called for serious accidents/injuries (i.e. broken leg) and parent will be notified by telephone immediately.

If your child incurs an injury above the shoulders, you will get a courtesy call even if it is a mild bump. If your child gets bitten, you will be called regardless of severity or part of body bite occurred. In many cases it is just a courtesy call just to inform you of incident and give you the option to decide whether to come get your child or allow to stay at facility. If the injury appears to be more serious we will call ambulance or have you pick your child up to be taken to Health Provider.

Lost and Found: Each facility has an area/container where they keep any lost and found items for you to go through. If items found are of high value (cell phone, wallet, credit card) we will store in safe and contact you if we have your information available.

Alcohol and Tobacco Policy – Smoking must be at least 50 feet from the building. Smoking and consumption of alcoholic beverages are prohibited in our program facilities, playgrounds, and fields (any space designated for the children). Each facility has designated smoking stations that must be at least 50 feet from the building and not visible by the children.

Program and Policy Changes

You will be notified in a variety of ways if program or policy changes. Notices will be posted on doors. Memos will go out to parents from the CYS Chief or other leadership on the installation. Bliss CYS has a Facebook page, changes will be posted there. Website: www.bliss.army.mwr.com/us/bliss has a host of information about CYS programs. Last but not least your child's caregiver will also provide information about changes.

The policies specific to the program your child will be attending are the annexes in this parent policies handbook. You may find them on our website: www.bliss.armymwr.com.

Parent KUDOS/Concerns/Complaints

We ask that if you have a concern/complaint please contact the program managers and give them the opportunity to help resolve your issue. If not resolved at that level, you may contact the:

Chain of Command/Sequence of Leadership

CDC Administrator	(915) 568-7273 (Child Development Centers and Family Child Care)
Program Operations	(915) 568-2784 (Youth Centers and SLO)
SAC Supervisor	(915) 568-5709 (School Age Programs)
CYS Chief	(915) 568-5709 (All CYS)
Program Manager	(915) 568-2427 (ACS, All CYS)
DFMWR Director	(915) 568-3500 (All CYS & MWR)

The ICE submit program is also at your disposal where you can give Kudos to staff/programs, ask questions, offer suggestions for improvement, and as a last resort offer your complaints.

Let us know how we are doing: http://ice.disa.mil/index.cfm?fa=site&site_id=435

Program Specific Topics

The following topics will be covered in the following annexes for Family Child Care, Child Development Centers, School Age Centers, & Youth Centers.

- ✓ Program Certifications
- ✓ Curriculum
- ✓ Meal Times
- ✓ Outdoor Activities
- ✓ Transportation to and from Schools
- ✓ Fieldtrips
- ✓ Parent Orientations
- ✓ Dress Code for children, School Aged, & Youth
- ✓ Transitioning of Children and Youth from one program age to another
- ✓ Code of Conduct
- ✓ FCC Subsidy

Program Annexes

Annex A: WELCOME TO CHILD DEVELOPMENT CENTERS (CDC)

Annex B: WELCOME TO FAMILY CHILD CARE (FCC)

Annex C: WELCOME TO SCHOOL AGE CENTERS (SAC)

Annex D: WELCOME TO YOUTH SPORTS & FITNESS

Annex E: WELCOME TO SCHOOL OF KNOWLEDGE, INSPIRATION, EXPLORATION AND SKILLS (SKIESUnlimited)

Annex F: WELCOME TO YOUTH CENTERS (YC)

Annex G: WELCOME TO SCHOOL LIAISON (SLO)

❖ **Annex G-1: WELCOME TO YOUTH SPONSORSHIP (YSP)**

Annex A: WELCOME TO CHILD DEVELOPMENT CENTERS (CDC) Pg. 1 of 2

Dear Parents:

Here is additional information concerning the program and policies of the Child Development Centers (CDC).

Children must be signed in & out of our computer and classroom at all times. Allow yourself enough time to sign your child in so that you will not feel anxious or rushed. This helps your child feel relaxed, happy and secure. We need current phone numbers for you and emergency contacts. We need to be able to reach the sponsor, spouse or emergency contact in the event of your child becoming ill or injured. Please make sure your numbers and the emergency contacts in your file are up to date.

Classroom Staff

We want you to be comfortable with those who care for your child. In each activity area you will find pictures with the names of the staff, foster grandparents and volunteers who will be interacting with your child. Not all activity rooms will have a foster grandparent or volunteer.

Parent Conferences

Parent Conferences are held three times a year for full-day children. Part-day program conferences are held in December and May. Teachers will send a notice to parents when scheduled. A sign-up sheet will be available for parents to sign up for a time most convenient to their schedule. Additional conferences may be requested by parent or teacher when necessary.

Infant Room Requirements

Infant formulas must be prepared/poured by the parent in individual non-breakable bottles labeled with the child's first & last name, the date & what is in the bottle. Disposable diapers must be used. If your child is unable to use disposable diapers, a physician's statement to support this must be presented to the director. Please bring extra supplies (bottles, diapers, food, change of clothes, etc.) in a diaper bag. Label all of your possessions so that they may be easily identified. Parents of children in hourly care, if you choose to feed your child the formula provided by the CDC, please bring empty non-breakable bottles (one for each hour)

Meals Times

Early Morning Snack	06:00 AM
Breakfast	07:30 AM
Lunch	11:00 AM
Afternoon Snack	2:30 PM (children at school will have snack when they return from school)
Late Afternoon Snack	5:30 PM

Nap and Rest Time

At the CDC facilities (0-5) and FCC nap/rest time is scheduled from 12:00-2:00. Children are given a period of time to allow the body to relax and rest after the day's activity. Children will not be forced to sleep. Staff will offer your child a book or other quiet activity to allow other children to sleep and for staff to clean up the meal area after lunch. If you do not want your child to sleep (usually hourly rooms) please inform staff. Quiet time during child nap time is to be productively used to comfort or assist children. Rising Kindergarten children will not take naps during the summer months before entering Kindergarten. This is to prepare them for first grade - all day classes during the school year.

Diapering/Toileting

Diapers, pull-ups and wipes will be provided by parents. Diapers for children in care in Infant/Pre-toddler-1 rooms will be checked every hour to ensure it is dry or free of feces. Diaper will be changed even if slightly wet. Children in Toddler/Pre-Toddler-2 rooms will be checked every 2 hours and will be changed even if slightly wet. All children will be changed immediately if diaper or underwear are wet or have feces. Children in the full day toddler rooms can begin toilet training upon request from parent. In order for the teacher to accomplish this, parent must have already started training at home and will provide several cloth underwear and changes of clothing. Children will be sent to toilet under supervision every 15 minutes and progress at 30 minute increments to help them learn to respond to urge to go.

Supervision/Ratios/Multi-Age Grouping

Each room may only have two ratio groups. Our infant rooms and our toddler groups have mixed age groupings so our classroom clusters are a little different. Our ratios are designed to cover groups of children by age:

Infants: 6 wks. - 11 months = 4 infants to 1 teacher, 4:1

Pre-toddlers (PT-1): 12 - 17 months = 5:1

In an infant room you will normally see 4 infants and 5 PT-1; up to 9 children with 2 teachers

Pre-toddlers (PT-2): 18 - 23 months = 5:1

Toddlers: 24 - 35 months = 7:1

In a toddler room you normally will see 5 PT-2 and 7 toddlers; up to 12 children with 2 teachers

Annex A: WELCOME TO CHILD DEVELOPMENT CENTERS (CDC) Pg. 2 of 2

Preschool: 3 - 5 years = 10:1; up to 20 children with 2 teachers

Kindergarten: 5 - 6 years = 12:1; up to 24 children with 2 teachers

Along with scheduling the correct number of staff we have our Video Surveillance System that helps us stay vigilant.

The Army adopted the practice of combining multi aged children to give them longevity and stability in an ever changing life style. By allowing the infants to remain in the infant rooms as Pre-toddler-1, you give them the opportunity to be with the same children and teachers for at least 17/18 months. This lessens the changes and transitions your child will have to adapt to. Military families are usually a distance from extended family members, go through a roller coaster ride as the sponsor goes to the field, TDY, deployment, family PCS (loses friends, changes school & home, has to pack belonging, etc. Your child is already a member of an ever-changing lifestyle which can cause insecurities, withdrawals, etc. By accommodating them with the same group for a longer period of time, it gives them some stability.

Dental

In the CDC 0-5 we encourage the children to brush after lunch (Toddler, Preschool, Strong Beginnings, and Kinder Care children). Tooth Brushing is not mandatory we use it as a teaching/education tool. The tooth brushing takes place in the child's room under teacher supervision encouraging proper tooth brushing techniques. Each child has his/her own toothbrush, with child's first and last name labeled on it and kept from contact with other brushes and children by storing in a toothbrush rack. Parents will provide a toothbrush - labeled by name. Tooth brushes need to be changed every 3 months or sooner if needed. Tooth paste does not have to be used.

The post Dental Clinic provides a dentist once a year to provide further education on proper dental care for our Preschool and Strong Beginnings groups.

Biting

When biting occurs, you will be called for all biting incidents regardless of severity. If skin is broken you will be instructed to take your child to the doctor. Physician recommends being seen within the first hour after the bite occurs if the skin is broken as it could become infected. After the one hour has passed they cannot do anything to prevent the infection. Biting logs will be maintained for children bitten and those who bite. Children will bite. This happens most often amongst pre-toddlers and toddlers as they are still developing speech and are at the stage of learning to share. As they are not able to communicate with each other verbally they may bite to get the item they want. Sometimes they think it is just play because "Mommy, Daddy, Gramps, or other special adult" "do play bites" with them. SO they think they are just playing bites. If this is the case, we ask the parents to avoid or ask family member to avoid playing in this manner. When biting occurs we will shadow the biter and intervene to prevent biting. Action plans will be formed and if the number, frequency and severity increases, we will call on the MIAT team to assist in determining what action needs to be taken.

Donation of Toys, Clothing and Books

We care for so many children and are in constant need of usable toys, clothes and books. If you have extras at your home that your child is no longer using, please donate them to our center. They will be put to good use.

Clothing

Please bring your child to the center in "play clothes" so that the child will feel free to participate in our many activities (painting, playing in the sand, water play, etc.). For health and safety reasons, children must wear closed toe shoes if they are not occupying a crib. We do recommend that a change of clothing (labeled and placed in a bag) be brought for use in case of an accident. Label all of your child's belongings i.e. sweaters, jackets, hats, etc., so that they may be easily identified.

Jewelry

The only jewelry that is allowed are stud earrings. Necklaces, bracelets and any other type of earring other than stud earrings are a safety hazard. Please ensure the back of the stud earring is tightly secured. We are not responsible for lost jewelry. For the safety of your child and all others in the classroom, you will be asked to remove anything other than stud earrings from your child.

Gum

Please don't allow your child to bring gum into the center.

Suggestions: We urge parents to make suggestions that will improve the care and operation of the center. Many of our current services originated as customer suggestions. Thank you for helping us improve our services to you and your children.

Annex B: WELCOME TO FAMILY CHILD CARE (FCC) Pg. 1 of 2

The **Family Child Care Program (FCC)** at Ft. Bliss is the certifying official of FCC homes located in the Ft. Bliss housing areas. The FCC building 3503A Story St. in the Logan Heights Housing Area (across the street from Logan Elementary and next to the Logan CDC).

Homes become certified when the FCC Provider completes required training along with completing and clearing background checks. Background checks required are the same as center staff and include checking background of spouse, any teens living in the household or anyone in the household 18 years of age or older.

Each home must pass a fire, safety, environmental, and health inspection with no deficiencies in order to be certified. Inspections and visits from proponents, director, and trainer, to include Army Headquarters, are completed on a regular basis. Spaces to be used for childcare in the home must be identified. All off limit areas made inaccessible to the children in care will be identified. Schedules, activity plans and menus are inspected regularly and must be posted by the provider for parents and inspectors to view. Initial training, monthly training, home visits and home inspections help maintain quality child care in each home.

FCC Provider's training includes all requirements on the Army Individual Development plan (IDP). The training modules cover areas of Safety, Health, Guidance, Creativity, Physical, Cognitive, Social, Professionalism, Program Management, Environments, Prevention and Identification of Child Abuse, Families, Self, Special Needs and other installation requirements.

Once a provider completes the IDP and modules, the provider is eligible to obtain a Child Development Associate (CDA). The Army pays for the Provider to earn a Child Development Associate (CDA) and then a provider can become accredited by the National Association for Family Child Care (NAFCC) if the provider chooses.

FCC Providers develop lesson plans and activities for each age group and the individual developmental needs of each child.

You can select FCC providers if you are registered with MCC or by calling 568-4198 for a provider list. You can visit the home by calling the provider and setting up a date and time to come visit, or you can take a virtual tour of the home through MCC. The profile includes a brief description of the home, a photo of the provider and her family as well as environment set up. You will see photos of the indoor space, outdoor space, dining area, and the quiet area.

Phone numbers are given to parents by the FCC Office. When your interviews are complete and you have decided which FCC home you will use, you will sign contracts with the FCC provider and commence care. All payments are taken by the provider.

Drop-off & Pick-up

Children must be physically signed in and out every day by a parent. Children who are picked up late from the provider's home will be assessed a late fee, please see the CYS Parent Policies for detailed information. That fee must be paid at the time of pick up unless provider allows it to be paid with the next payment. Children may only be released to siblings 13 years of age or older. The only people who are allowed to pick up your children are those you have entered on your registration contract.

Fees

Fees are determined by total family income during enrollment at Parent Central. FCC fees are generally 15% less than the fees at the CDC. Our categories are 1-9+. Fee categories 1-5 are subsidized for affordability. A monthly fee of \$50.00 per month is charged to hold an FCC space (negotiable by provider). The \$50.00, for the month your child starts care, will be applied to the monthly payment. The \$50.00 holding fee is non-refundable. You will not be reimbursed if your child doesn't show up to fill the space on reserved date.

Payments for services are due in advance of the service. You may choose to pay monthly or semi-monthly. Monthly payments are due on the 1st of the month, semi-monthly payments are due on the 1st and 15th of each month. Late payment fees are charged after the 5th business day. Late payments are charged at \$2.00 per child, per day, per payment cycle (semi-monthly or monthly).

If your payment for child care has not been paid by the mid-month review, you will receive a written notification of past due amount. If payment is not made a written notice of termination will be issued. Services will be terminated. If a full payment is not received by last working day of the month, means to collect will be pursued. We will honor command approved financial hardship waivers to work out a plan with you.

An initial two week trial period is contracted to allow your child to adjust with provider. During this time either party may terminate. All fees that were paid will be returned patron except holding fees.

Hourly Rates

Hourly Care Rate: \$5.00 per child per hour.

Non-Duty Related Late Night Care Fee: \$4.00 per child per hour during the hours of 0600-2400 hrs. A rate of \$5.00 per child per hour during the hours of 0001-0600 hrs.

Late Pick-Up Fees: \$1.00 per minute up to 15 minutes per Family per site regardless of the number of children in care in the FCC Home. After 15 minutes, the charge is \$5.00 per child/per site for the next 45 minutes and \$5.00 per child/per site for each hour thereafter.

Late Pick-Up Fees are not charged for verified mission related duty if verified by command, pre-scheduled arrangements are made to extend child care, or late pick-up due to extenuating circumstances.

Annex B: WELCOME TO FAMILY CHILD CARE (FCC) Pg. 2 of 2

HARDSHIP

Families must demonstrate a need for a child care fee reduction due to financial hardship based on a review by an ACS financial counselor or a certified financial professional external to CYS. The counselor will provide a recommendation for a fee reduction to the Garrison Commander. Fee Adjustments for Financial Hardships must be re-evaluated at least every six months by the counselor or Garrison Commander. **Families whose child care fees are 25% or more of their Total Family Income (TFI) may request a hardship review.** You can contact the Outreach Services director, 915-568-4374 for assistance in filing a hardship. Some families may be eligible for financial assistance from Child Care Services (CCS). You can contact CCS at 533-7528.

Extended Care

Subsidized Extended care is available to single and dual military families only. Subsidized care is only for qualified field, TDY, or other duty that requires soldier/s to be away from children for an extended period of time. If families qualify they are given 15 days of care covered by Subsidy. After the 15 days have expired the rate is \$4.00 an hour. The service member must fill out an extended care form that is available from the FCC office or provider. It is important that the service member provide two phone numbers for the director to verify duty.

Vacation Policy

FCC Fees and contracts are set up to provide for a two week Vacation at no cost to patron.

If you take more than a two week vacation you will be required to pay the FCC Provider your regular tuition fee in order to hold your child's space. Family vacation must be taken in weekly increments. A written notice is required to reduce fees and charges for vacation. This will notify staff of your child's/youth's dates of absence and ensure space is saved. It is very important that you complete the vacation request if you want to be exempt from paying for those two weeks.

Parent Conferences

Parent Conferences are held four times a year for full-day children in FCC homes. More frequent conferences can be held upon parent or FCC Provider request.

Field Trips

FCC Providers may schedule field trips. You, the parent, will be required to give written permission in order for your child (ren) to attend. Permission over the phone will not be honored. Providers will inform the FCC office of destination, date and time of field trip. Parents are encouraged to volunteer and accompany the children.

Disclaimer

Parents and Providers are required to complete accurate reports of services received and provided. Providers must maintain parent information of services rendered and submit reports to FCC Office. This information can be verified at any time during your participation in the Family Child Care program.

False Claims or reports of services received or provided could result in a delay or denial of subsidy dollars or Parent's or Provider's termination from the program.

Annex C: WELCOME TO SCHOOL AGE CENTERS (SAC) Pg. 1 of 2

SAC is the bridge between early child care and middle school & teen programs. Parent involvement is a critical part of CYS Services. Youth, parents, and staff must be actively involved as partners in planning and implementing program options. We understand the stress that parents face in balancing family responsibilities and work. We also understand the stress that our youth face in today's fast moving world.

Parent Visits and Program Communication: Facility managers are always available to talk with parents. This is your program - it belongs to you and your children. The SAC staff is here to create the best possible support and care for your family.

Arrival and Departure:

- If we are transporting your child to school, he/she must arrive before vehicle departs. Afterward it becomes the parent's responsibility to transport your child to school. Please note that breakfast ends 15 minutes before the vehicle departs.
- Coaches and instructors may sign children out and take responsibility for accountability if parent grants written permission for a stated time and period.
- Parents wishing to pick up their child from an activity center away from their site or at the school (after dismissal bell rings) must sign the child out with the site leader.

Site Locations and Schools Served: We transport / escort children to and from schools that are either on post or adjacent to post.

From the Bliss SAC Facility: Bliss and Hughey Elementary Schools as well as Ross Middle School (AM only).

From the Logan SAC Facility: Logan, Travis, Powell and Burnet Elementary.

From the Milam SAC Facility: Milam Elementary School as well as Ross Middle School bus stop (AM only).

What do School Age Services kids get to do? SAC offers a variety of well-rounded daily activities for children to choose from that are safe, fun and educational. There are a wide variety of activities, clubs, Boys and Girls Clubs of America (B&GCA) and 4-H projects, field trips, presentations, life building skills and special events. Activities are planned in advance and outlined on a monthly activity calendar that families can use for home-time discussions and planning.

Child-Directed and Staff Activities: Child-Directed Activities are open-ended activities that children are free to choose to participate in that require little or no help from adults and staff-directed activities are scheduled activities that require some adult direction.

Clubs: Clubs are special interest groups that children may join which are facilitated by staff and led by children. These clubs will vary based on children's expressed interest. SAC sites also offer in conjunction with the Texas Cooperative Extension office, a 4-H club, Boys & Girls Club with an emphasis on Science, Technology, Engineering, and Mathematics (STEM).

Homework and Youth Technology Labs: Within each SAC program site we have a B&GC Homework Center and a Youth Technology Lab. Staff will help children who choose to do their homework. A child may go into the Homework Center for Power Hour. SAC staff can encourage but cannot "make" children sit and complete homework, it is their choice. Children can sign-up for the Youth Technology Lab each day. A dedicated Youth Technology Lab technician has children work on projects and games together to build computer skills and social skills. Screening software is installed on all computers, software is age appropriate, and the children are monitored very closely as the computers are configured in a horseshoe.

New for 2016, the Homework lab will offer home access to a math tutoring program (Reasoning Minds) and a literacy program (Lexia CORE 5), both under a two-year grant.

Daily Schedule: We have found that talking with the children about what they like to do and observing them, planning the activity areas based on child preferences and developmental levels and maintaining a variety of activities is one of the secrets to a successful program. The other critical element is respecting children's freedom and choice. Children do not have to ask to move around the building, they are not directed by an adult to participate in projects or activities.

Mornings: An organized staff-directed activity is scheduled every morning. Breakfast is provided buffet style from 0630-0730.

Afternoons: Children report to their designated pick up point as soon as school is dismissed. Attendance is taken and any child who is absent is followed up on. The first hour (1530-1630) of the after school program provides nutritious snacks buffet style and outdoor/gym play is available. From 1600-1730 all areas are open. From 1730-1800 areas of choice are gradually reduced and cleaned up as youth are picked up and attendance drops.

Four Service Areas Used for Program Planning: 1-Sports and Fitness; 2-Leisure and Recreation; 3-Life Skills, Citizenship and Leadership; 4-Mentoring, Intervention and Support Services

Annex C: WELCOME TO SCHOOL AGE CENTERS (SAC) Pg. 2 of 2

Dress Policy: Children should arrive clean and dressed in comfortable play clothes. All items of clothing should be labeled with the child's name. Clothing designating gang affiliation or clothing with inappropriate pictures or writing will not be allowed. Comfortable shoes with socks are required. Activities that require calf socks to participate are roller skating, ice skating and bowling. Tennis shoes are appropriate and safe for indoor and outside play. Children should come dressed for the weather. Swimming attire should be conservative and appropriate when being worn for indoor/outdoor swimming. Shower shoes, flip-flops, or sandals are acceptable for the swimming pool. If camp shirts have been issued, please wear them on field trip days.

Personal Items: Children will be assigned a locker and any personal items should be stored there. Clearly marking your child's items will help us to return misplaced items back to their rightful owners. Extra money and personal toys are not permitted as your fees cover everything your child will need while in our care.

Spending money is a life skill better left to parents and can cause hurt feelings with the have-nots. SAC is not responsible for lost, broken or stolen items.

Electronics and Cell Phones: There is not a need for children to have/use their personal cell phones or other electronic devices while they are here in a safe environment in the care of the SAC staff. If children wish to talk with their parents or parents want to talk with their children, SAC has phones available. Our field trip leaders carry government issued cell phones on all outings for emergencies.

Parent Conferences: Will be scheduled on an as needed basis by either the facility managers or you. There may be times when children's behavior becomes a threat to themselves, other children or staff. We pledge to keep parents informed of difficult situations as they progress, not just give you bad news all at once. We want to address problems from the beginning and gain your support at home to correct the situation. If we can correct a minor situation or problem here at the program on the spot you may never hear about it. But if problems persist we will ask for a conference and your help to develop a plan of action.

Some children may require more than routine or basic care. This may include children who are who are at risk of or have disabilities, chronic illnesses, physical/developmental/behavioral/emotional conditions. Children with special needs are accommodated through a process that includes an Inclusion Action Team (IAT) and Military Service specific IAT protocol. The IAT process supports reasonable accommodation by considering the needs of the child, the child care environment, staffing and training requirements, and the resources of the program. We welcome the opportunity to discuss each family's needs.

Annex D: WELCOME TO FT. BLISS YOUTH SPORTS & FITNESS (Pg. 1 of 1)

THE FIRST YOUTH FITNESS CENTER IN THE US ARMY is at Ft. Bliss, Texas. Fitness classes are offered daily for youth 10 yrs. through 12th Grade. During the school year they are offered after school from 3:00 p.m.-7:00 p.m., and during breaks and summer they are offered in the afternoons between 1:00 p.m.- 5:00 p.m.

Parents: for the safety of youth, parents, guardians, visitors, guests, Youth Sports requires and requests that you wait at the front counter or the Snack Bar area at all times, to include when picking up youth from fitness classes, Youth & Fitness camps/sports, and/or any instructional classes held by SKIES. Students lose focus and become distracted which could turn it into a safety concern. Sign in procedures are in effect at all times. Youth **MUST** be 12 years of age or older to sign themselves in/out from the facility; unless otherwise stated in writing from parent/guardian. Please sign yourself (if waiting for your child) and your youth (if under 12 years of age) at the front counter.

All guests and visitors (this includes parents) **MUST** be accompanied by Youth & Fitness staff to activity areas when/if available. If the only staff available is the person at the counter he/she will page your youth via intercom and have them meet you in the Snack Bar Area or front counter area.

Fitness classes are free of charge. Youth may NOT come and “**just hang out**” they must be involved in a Fitness Class, Sport, and/or Camp (Sports/Fitness camps will begin/end on time, any youth later than 10 minutes will NOT be able to stay for the day as the instructor will not be able to stop once started.

Sports are offered throughout the year for children 3 - 18 years old. All children and youth participating in sports and fitness must have a CURRENT sports physical at the time of registration and throughout the sport season. Health Care Provider must sign that your child/youth is cleared to participate in sports on a yearly basis. Registration and Physical must be current and CAN NOT expire during selected sport. Your child will be excluded from practice and games if expired.

Sports offered: Soccer, Fall and Spring (ages 3-15 yrs.), Tee-Ball (ages 3-6 yrs.), Baseball (ages 7-15 yrs.), Flag Football - Fall and Spring (ages 7-15 yrs.), Volleyball - Spring and Summer (ages 10-16 yrs.), USA Track and Field (ages 5-18 yrs.), USATF Cross Country (ages 5-18 yrs.), Basketball - Winter and Summer (ages 5-15yrs.), Wrestling (ages 5-15 yrs.), 3 on 3 Basketball, Powerlifting, Sand Volleyball, Summer Tee Ball (ages 3-6 yrs.), Summer Girls Softball (ages 7-9 yrs.), Dodgeball (ages 7-15 yrs.), and Tennis - Fall and Spring (ages 5-15 yrs.)

From: DRAFT IMCOM 608-10-1608-10Per IMCOM GUIDANCE at this time: “b. Children of all ages enrolled in CYS sports and fitness team and individual sports programs must have a Sports Physical completed by the parent and licensed independent practitioner. The HASP (Part B and C) must be completed for sports. The licensed independent practitioner will check "All Sports -yes" or sports applicable under Part B, Participation Recommendation. The HASPS will be considered valid for 12 months from the date and signature of the LIP. If a sports physical expires during the season, a grace period of one month will be granted for continued participation if parents show proof of a Sports Physical appointment. If there is no current HASP, the child/youth may be allowed to register, receive uniforms and observe practices/games, however, a current HASP will be provided prior to the first practice or the child/youth will not participate in practice or games until it is provided.”

Youth Sports and Fitness is associated with 4-H Clubs, United Way of America, and Boys & Girls Club Programs.

VOLUNTEER COACHES NEEDED

The Strength and success of our program is through Patron support and involvement. Our CYS Sports and Fitness Program strongly relies on volunteers to make sports happen. All our coaches are volunteers. You are the person that will help our Sports Program increase the number of teams/children playing sports. We have had to deny youth due to a lack of coaches.

If your plan is to retire Army, and need some promotion points for community service. COME SEE US, we are your community. We will submit your volunteer information, get your background checks started, and get you enrolled in the volunteer program set up by ACS, VMIS, which is an official site for documentation of volunteer hours towards promotion points.

Background checks are required when working or volunteering with any CYS program, cannot start coaching until complete. (YES, even if you have a TOP SECRET clearance.)

Annex E: WELCOME TO SCHOOL OF KNOWLEDGE, INSPIRATION, EXPLORATION AND SKILLS (SKIESUnlimited) Pg. 1 of 1

We offer programming at two facilities:

SKIES #1 (568-8336) Logan Heights Area Bldg.3508 Ellerthorpe

SKIES #2 (CLOSED UNTIL FURTHER NOTICE– UNDER RENOVATION)

(568-5544) West Bliss (Main Post) Bldg. 131 Doniphan Rd.

Extra-Curricular Instructional classes offered for youth of all ages. These classes offered to enhance your child's interests and skills. Instructional classes for youth of all ages that include but are not limited to: Dance, Cheerleading, Gymnastics, Martial Arts, Piano, Drums, Guitar, Swimming, Drivers Ed., Babysitting, Academic Support, Art, Archery, Fencing, and much, much, more.

DO YOU HAVE A SPECIALTY OR AREA OF EXPERTISE? If you are interested in being an instructor? **WE NEED YOU!** You can sign up with SKIES to teach your class. You can set up your own class or make it an extension to current classes now offered.

Some families are only able to participate on Saturdays or evenings. Maybe you will be that person who can only teach on Saturdays or evenings.

We will complete your backgrounds checks, advertise your class, participants enroll – pay – you get your Instructor's Salary. Come on over, you are on your way to being an instructor.

Hula, Silks, Piano classes are now in need of instructors especially on Saturdays.

- School of Fine Arts - Dance, Guitar, Piano, Violin, Drum, Violin/Viola
- School of Academics - Homework Club, Academic Support, Kinder Class
- School of Life Skills - Self-Defense, **Babysitting Certification (by 4H, CYS & Red Cross)**, Swimming, Sewing, & **Driver's Education for teens (includes classroom and behind the wheel) currently \$295.00.**
- School of Sports – Tumbling, Gymnastics, Cheerleading, Judo, Fencing,

SKIES instructional programs are offered on a monthly basis for a monthly fee. Program Variety offered for ages 1 month and up.

**Want to be a SKIES instructor? Contact the SKIES director.
SKIES is always looking for new & exciting adventures
to inspire & challenge our children & Youth.**

Annex F: WELCOME TO YOUTH CENTERS (YC) Pg. 1 of 2

We are happy to welcome you into our youth programs. We want to share with you the policies and information specific to the youth program. The experience of your youth can be enhanced through a strong parent/staff partnership.

Our youth have the need to experience being members of a society, rather than apart from it. This sense of belonging is first learned from family. As young people mature, this sense of being connected expands to include many other people. Teens enjoy hanging out with their friends; leisure time is important, and peer pressure is paramount. We offer our youth programs that enhance self-esteem, promote a healthy lifestyle, and encourage good citizenship while providing a time and place for social interaction.

Schools Serviced: **The Replica Youth Center (RYC)** picks up youth after school from Ross, McArthur, Bassett, Nolan Richardson, Canyon Hills MS, Young Women's Academy, Chapin, Burgess, and Andress HS, Transmountain Early College High School, and Harmony. We provide an after school Drop-Off Program to get the youth back to their housing areas. We Drop-Off at: Nolan Richardson Middle School, and Upper and Lower Logan Housing. The drop-off schedule begins at 6:00 PM and ends at 7:00 PM.

The Milam Youth Center (MYC) transports youth Monday – Friday at 4:15 PM from RYC to MYC. If your Youth needs transportation from RYC to MYC they must be on the shuttle by 4:15. Youth must be registered to be transported and to participate in activities. Youth can initiate enrollment for themselves if all they want is use of Youth Centers. The MYC picks up youth after school from Ross MS.

ALERT: Youth using CYS transportation from school to either the Replica or Milam YCs will engage in programming for a minimum of one (1) hour after arrival at the facility. Transportation from school to the YCs is designed to allow youth the opportunity to participate in programming and participate in activities; it is not intended as a shuttle service from school to home. The first offense will result in a verbal reminder to the youth, the second in a written reminder to the parent, the third in a written caution to the parent that the youth will not be authorized transportation should there be a fourth violation. Suspension from transportation service will be implemented immediately following the fourth offense.

Programming: Our afternoon Open Rec program offers a variety of activities for middle and high school youth enrolled in CYS at no cost. Our Youth Program follows the El Paso Independent School District (EPISD) calendar for school out days. MYC supports the SISD intersession calendar when in conflict with EPISD calendar. We follow the EPISD calendar for weather related events. RYC offers morning camps during Fall, Winter break, Spring break, and Summer vacation for a nominal fee. Camps operate Monday - Friday from 0800 to 1200. Lunch is provided at 1200. During the school year, Open Rec at both locations operate M-Th from school dismissal to 7p and on Friday until 9p. During summer vacation we open at 1p. An afternoon snack is provided at 3:30. On rotating Saturdays, Open Rec hours are from 1 to 10p. Replica YC operates on odd dates and Milam YC has even dates. An afternoon snack is provided at 3:30 and an evening snack at 7p.

Teen Lounge: A positive place for High School students to "hang out" and socialize with youth their own age.

Open Recreation: A wide variety of activities are available from pool to video games, board games to the snack bar. Or just come to relax, talk with your friend or meet new friends. There is always an activity taking place.

Computer Lab: The computer lab has a wide range of software and internet access. Our experienced instructor will show youth how to utilize software and assist in setting up an email account or building a robot.

Homework Lab: A quiet place where youth can complete their assignments with assistance from staff. (This is not a tutoring program). Computers are available as a learning resource or research tool.

Clubs: Our Youth Centers are affiliated with the Boys and Girls Club of America and the 4-H Club. We use materials from these groups to incorporate diverse programs in the arts, health, life skills, character, leadership development, education and career development. Clubs are special interest groups that youth may join which are facilitated by staff and led by the youth. These clubs will vary based on our youth's expressed interests. The Youth program also offers, in conjunction with the Texas Cooperative Extension office, a 4-H club and the following projects:

- Youth Sponsorship Program helps students transition from installation to installation and school to school.
- Smart Moves (Skill, Mastery and Resistance Training): is a prevention/education program addressing the related problems of drug and alcohol use and premature sexual activity.
- Torch Club: Chartered small group leadership and service clubs for middle school youth.
- Power Hour: Homework help and tutoring provided every day after school. Students earn points for completing homework or extra work. Points can be redeemed for gifts at the end of the each month.
- Photography and Art Club: Students learn skills for digital photography, have option to enter local and national competitions, learn everything there is to photography. Students learn a variety of skills using pastels, paints, watercolor and stencils.

Annex F: WELCOME TO FT. BLISS YOUTH CENTERS (YC) Pg. 2 of 2

- Keystone Teen Council: Students plan and execute activities; students are involved in community service and outreach programming.
- National Youth of the Year
- Fitness Clubs: Students use fitness and Technology to get some physical fitness into their daily routine.
- **Field Trips:** Field trips are scheduled events. Please note the field-trip depart and return times on the monthly activity schedule. Parents need to be aware that we are sometimes late returning from field trips due to circumstances that are beyond the control of the staff. We will make every effort to return by the time stated on our calendar.

Ways to Get Involved:

Parent and Youth Advisory Council (PYAC): Parents meet on an as needed basis to discuss the policies and practices of our Youth Centers and to plan special events and fund raisers.

Programming: are you interested in leading a 4-H project, teaching an arts & crafts project or a game, hosting a field-trip to your place of work or going on a field-trip to help-out, etc.?

Scavenging: are you willing to save some throw away items for our projects such as toilet paper rolls, milk cartons, newspapers, magazines, etc.? Are you willing to ask businesses to donate items for prizes, etc.?

Dress Policy: All youth must be clean and well groomed, meeting the standards of the local school district. Please make sure your youth wears or brings appropriate clothing for scheduled activities. Shoes with black soles may mark gym floors and if no other shoes are provided, the youth may be asked to remove the shoes while in the gym.

Suspension Policy: Parents will be contacted and asked to remove their youth if the youth becomes unruly, uncontrollable, or if his/her conduct is such that it interferes with or harms other youth (fighting) and does not respond to adult authority.

- Youth will be separated from the group and the parent will be notified immediately concerning uncontrollable or any incident resulting in injury to another person or to himself.
- In the event of suspension, the number of days and/or conditions for return will be determined on a case-by-case basis which can include that the parent(s) meets with the Youth Center Director to discuss an agreed upon intervention plan.
- The decision to permanently remove a youth from a Youth Center program will only take place after all alternatives have been explored and tested.
- Permanent removal will be determined by the CYS Coordinator.
- Some youth may require more than routine or basic care. This may include youth with or youth who are at risk of disabilities, chronic illnesses and physical, developmental, behavioral, or emotional conditions. Youth with special needs are accommodated through a process that includes an Inclusion Action Team (IAT) and Military Service specific IAT protocol. The IAT process supports reasonable accommodation by considering the needs of the youth, the center environment, staffing and training requirements, and the resources of the program. We welcome the opportunity to discuss each family's needs.

Annex G: Welcome to School Liaison OFFICE (SLO)

- Deployment Support
- Assist parents in locating school POCs
- Interface between military and school to support educational activities
- Communicate education opportunities and information
- Establish a meaningful school partnership(s) program
- Assist and coordinate presentations to school concerning crisis communication
- Represent and inform command on school issues
- Present briefings to command, installation and civilian personnel
- Maintain resource materials and school calendars for all school districts
- Assist Military youth with transitional issues and provide information on extracurricular activities
- Outreach services to include parent classes related to youth education
- Scholarship information
- Assist with transfers from one campus or district to another
- Maintain resource materials to assist parents in understanding the policies and procedures of the El Paso Area Schools
- Provide interface between the military community and representatives from various groups supporting educational activities
- Coordinate and assist military parents of school age youth with educational opportunities and information needed to achieve academic success
- Visit the CYS website and click on School Support Services for information on transition, youth sponsorship, special education information, the Parent/Student Handbook, and a host of parent resources

Annex G-1: WELCOME TO YOUTH SPONSORSHIP (YSP)

The Youth Sponsorship Program (YSP) not only encompasses relations support and school transition, but also anticipates the physical, social, emotional, and intellectual changes youth experience as they transition from installation to installation, school to school, and program to program.

The YSP is a team effort between the School Liaison Officer, Youth Programs and School Age Center Staff, Outreach Services, Schools, and Youth Serving organizations on and off post.

The YSP is coordinated by CYS and delivered through CYS and School programming and includes:

- Installation, community and school orientations
- Peer-to-peer communications
- Up-to-date web based information
- Welcome and farewell activities
- Training for Youth Sponsors and Program Advisors at the middle in high schools levels at both campuses and Youth Centers

The focus of the program is to provide youth in transition with information, a sense of belonging, and an opportunity make friends.

Installation to installation Transitions:

- The losing and gaining installation SLOs coordinate to ensure a smooth transition of middle and high school students from one installation to another
- Once notified of an incoming youth, the SLO provides the information to the YCs triggering the youth sponsorship process
- Contact your SLO to learn more about youth sponsorship from installation to installation, your youth becoming a youth sponsor, or obtaining a sponsor for your youth

School to School Transitions:

- Preschool to Kindergarten - SLOs, CDC trainers, and Center Directors work together to develop a transition plan for preschoolers to transition from preschool to Kindergarten
- Elementary to Middle School - The SLO provides parents of transitioning elementary schoolers with information about the local middle school and any parent orientations
- Middle to High School – The SLO provides information about local high schools, any parent orientations, and information on the Interstate Compact, College Athletics, and Preparing for College

Program to Program Transitions:

- As children and youth matriculate from one CYS program to another, CYS established guidelines ensure a seamless transition. Much like transitioning from installation to installation and school to school; transitions from program to program can be challenging
- The losing program schedules a parent night for parents of youth transitioning
- The receiving program organized an orientation to introduce the children/youth to their new program
- The SLO schedules visits to local elementary, middle, and high schools
- Transitions from the SAC to the YC begin over the summer with visits to the YC every other week during open recreation. The youth are accompanied by a CYPA. This longer transition period enables youth to seamlessly integrate into their new environments. Torch and Keystone youth, under the guidance of an YC CYPA, provide the supports necessary to ease the transition.
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