

Fort Bliss

Child & Youth Services (CYS) Parent Policies
Handbook



UNITED STATES ARMY
CHILD & YOUTH SERVICES

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

Our vision is to exceed our customers' expectations by delivering high-quality care and programming that adheres to the guidelines of the National Afterschool Association (NAA), the National Association for the Education of Young Children (NAEYC), the Installation Management Command (IMCOM), and the Department of Defense (DoD). We aim to ensure the safety and well-being of our children and youth, providing parents with peace of mind through our highly trained staff. Our staff will facilitate activities that support the developmental stages of children and youth, offering a positive start in education and helping them make informed decisions as they navigate the world. We strive to create warm, nurturing environments that foster the holistic development of every child and youth.

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

Philosophy

Our purpose is to provide quality, affordable child and youth care. We provide 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 of protecting the health, safety and well-being of your child.

Program Certification and Accreditation Requirements

DoD Certification - Our programs undergo rigorous annual inspections and certifications by the Department of Defense to ensure compliance with Army regulations aimed at safeguarding the health, safety, and well-being of children and youth. Our facilities maintain high-quality activity spaces, supplies, and equipment, regularly inspected by both on-post and off-post agencies. Fort Bliss child development centers hold national accreditation from respected bodies such as NAEYC, NAFCC, and COA/NAA, demonstrating our commitment to excellent care with trained staff, safe environments, and ongoing program enhancement through community engagement and feedback. We invite parents to participate in our quality assurance processes and welcome their input to continually improve our services.

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 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

CYS Coordinator – 915-569-5041
Program Operations – Youth and Schools - 915-569-5041
CDC/FCC Administrator - 915-568-7273
SAC and Youth Services Administrator – 915-568-1505
Outreach Services/Parent Central Director 915-569-5040
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. 12th grade youth are eligible for the Youth Centers even if their 18th birthday has passed.

Military Child Care (MCC) and Waitlist Procedures:

Prior to registration with Ft Bliss CYS, you must register with MCC. You can create your account at militarychildcare.com. This will place your child on the waitlist for care. Any eligible patron should place their child on the waitlist as soon as possible. The highest priorities for care are:

- 1A – CDC Staff
- 1B1 – Combat related missions
- 1B2 – Single or dual military
- 1B4 – Active-duty personnel with a fulltime working spouse
- 1B5 – Guard or reservist with a fulltime working spouse

Other areas of eligibility exist. If you have questions about your eligibility category, please contact Parent Central at 915-568-4646.

Registration Procedures - Annual Registration & Enrollment Policy

You must register your child/youth with CYS at the Parent Central (PC) Services office before enrolling in any CYS program to utilize all CYS programs and take advantage of your military benefits. We complete initial and annual registrations through an appointment or walk-in system. For appointments, call the registration office at 915-568-4646. You can initiate your registration at <https://webtrac.mwr.army.mil/webtrac/blisscys.html>.

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

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, a health screening tool, and a health assessment (you will have 30 days to get one if you do not have a current one).

If your child has any special need such as asthma, diabetes, speech delay, food allergy, or autism, additional paperwork is required. All paperwork must be approved by the Army Public Health Nurse prior to enrollment in a program and renewal is required annually.

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.

Immunizations and health assessments must be current for your child to participate in any CYS program. Immunization documentation is required for children infant-5 yrs. old and all home-schooled youth.

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 Plans must already be signed by commander and the short term provider should be a person who is non-active duty and lives locally.

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 videos or photos. Publications such as Bliss Now, CYS Facebook, MWR Website, and CYS Flyers are used to promote our programs and events, and teachers will display photos in the CYS common areas and classrooms. If your child is involved in sports, SKIES, or other group events, CYS cannot be responsible for excluding children from photos or videos taken at these events. During group sporting events, competitions, or other group activities, families and guests may photograph or videotape, and your child may be included in those photos/videos. Parents might share these photos/videos with each other and via the media. It is the parent's responsibility to remove their child from the area being videotaped or photographed if they do not want them included in the photograph or video.

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

Safety 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 may evacuate the children from the affected facility to another facility if the outage is for an extended period of time. For example, from Replica CDC to Main CDC.
2. We will provide a courtesy call within one hour of an outage and make every effort to contact you prior to evacuation. You will be offered the chance to move your child. If you do not want your child transported in CYS vehicles, and if the situation allows it, you may pick up and transport your child 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 proceed to move the children under the safest conditions possible while continuing to attempt to reach you.

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

1. We will respond immediately and commence contacts after ensuring the safety of the children.

To be prepared for an emergency:

1. CYS exercises contingency drills every month, including fire drills, suspicious package scenarios, active shooter situations, etc.
2. Your child's program will exercise its emergency response measures at least once per year, which can range from a "lockdown" to a "lock-in" or "lockout" to "run-hide-fight" exercises.

CYS frequently conducts contingency drills in collaboration with the emergency response teams of Ft. Bliss (e.g., Fire). 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 closures may cause the Post to close. CYS may remain open, depending on the conditions.

1. CYS will open the number of facilities needed to meet the mission requirement.
2. You will be contacted about what facility is available and for whom (e.g., mission essential personnel only).

Sponsor's part in emergency preparedness: Update Changes in information (phone numbers, emergency contacts, sponsor's unit). Remember no emergency is planned. In an emergency, accurate information saves valuable time.

1. Ensure we have current and accurate contact information for you and all your emergency contacts. Prepare diligently so CYS can respond as rapidly as possible; no emergency is a planned one.
2. Update applicable forms immediately if changes occur.
3. Update immunizations, health assessments, phone numbers, etc., at your child's/youth's program, at any of our CYS facilities, or turn them in at the PC Services office.

Fees & Fee Policies

Initial Enrollment/Holding Fee: Enrollment/holding fees only apply to CDC Full day or Part time programs and Before and After School or camp programs. Initial fee payments are made at the time a child is enrolled in the program. The fees must be paid in advance of the child's start date and will be based on 10% of the regularly monthly payment. The fee will be applied to your first payment. However, it is only refundable due to deployment, PCS, TDY, or family emergency.

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. You can enroll in an automated payment program. Ask your program or center for details.

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

Hourly Programs: Hourly Care payments are due on the same day of service. You must stop at the reception counter to sign your child in and out, and payment is due at the time of check-out. You must present your receipt to the staff in the classroom when they release your child to you. If you use hourly care before school, payment is due when you drop off your child. You may also prepay and maintain a balance to use as needed.

No Show Fee: There will be an automatic charge of \$8.00 for any reservation not used and not canceled prior to the scheduled time. If we have not heard from you, your reservation will be canceled two hours after your reserved slot. Households with unpaid balances will not have access to reservations or walk-in care until the balance is paid in full. This policy applies to all programs.

Late Pickup Fees: Late pickup fees are charged at \$1.00 per minute, per family for up to 15 minutes. After 15 minutes, the charge is \$8 per child, per site for the next 45 minutes. CYS emergency procedures will be followed when the child/ren have been left at the facility for more than one hour.

Suspension, denial, or termination of service for non-payment: Late payments will result in a notification of suspension of services when fees are not paid by the 2nd billing date of the month. Services will be suspended until paid in full or a hardship waiver is granted. For more information on hardship waivers or other financial assistance programs, please contact your program Director or Parent Central Services.

Daily Admission & Departure Procedures: It is crucial that your child is signed-in both on our computer system and by the caregiver in their designated area upon arrival, ensuring we accurately track and care for all children. Similarly, upon departure, you must sign out at the front desk and inform the caregiver in the area that your child is leaving. This protocol maintains an accurate count of children and ensures their safety. Children are released only to siblings aged 13 or older listed as authorized pickups in CYMS and the classroom, or to parents/guardians listed in CYMS, who must present a valid photo ID. Children will not be released to visibly intoxicated parents. If a parent is not authorized to pick up a child due to a restraining order or custody agreement, legal documentation must be on file with Parent Central and the program the child attends. For children picked up after school, they must check in with our staff at the designated pickup point; failure to do so prompts immediate follow-up with parents and the child's teacher. Please notify us by 0930 if your child will be absent from a CDC or 1430 if your child will be absent from a school age afterschool program.

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

Military Family and Life Counselors (MFLC) We have Military Family Life Counselors (MFLCs) assigned to our CYS CDC, SAC, and YC programs. These counselors have degrees and specialized training and have been assigned by the U.S. Army to assist families at Ft. Bliss. They help families and children manage the stresses of deployment separation and other stressors related to military life. Each facility and classroom have the necessary form for you to sign, allowing the MFLC to work with your child.

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. Serving on the council provides for parent participation points and this will provide you with an opportunity to better our programs. 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. This discount does not apply to Sports, SKIES *Unlimited* programs or hourly/daily care.

Team Sports Multiple Child Discount: 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

You select a two or a four week vacation at the time of enrollment in a CDC program. Once you select your vacation category, it remains in effect for an entire year. A written notice is required to reduce fees and charges for vacation periods. School Age programs are not eligible for vacation credits.

Transportation Policy/Vehicle Utilization: CYS facilities utilize government vehicles, while FCC providers use their privately owned vehicles.

Safe Driving Standards: All CYS staff driving government vehicles complete a Safe Driving Course to ensure safe operation and the well-being of our children. Please review our safe passenger rules with your child to ensure compliance.

Field Trips

Scheduling: Field trips are scheduled for children/youth in regularly scheduled programs/camps. Parents must sign the field trip notice beforehand; no permissions will be accepted over the phone.

Parental Involvement: Parents are encouraged to volunteer and accompany children/youth on field trips. Children/youth must depart and return to the CYS facility; parents may not pick up their child at the field trip site.

Safety Assurance: All field trip sites undergo assessment and monitoring to ensure safety before the trip.

Safety Rules: Failure to follow safety rules may lead to the suspension of vehicle privileges:

- Seat belts must be worn at all times in mini-buses; the vehicle will not move until everyone is buckled up.
- Everyone must remain seated and facing forward during transit.
- Always use inside voices.
- Eating, chewing gum, and beverages are prohibited.
- Keep hands and items inside the vehicle; nothing may be extended out of windows.
- Help maintain cleanliness by using designated trash containers.

Personal Items: Personal items brought from home, such as toys, games, or spending money, are not the responsibility of the program if lost or misplaced. Labeling items helps identify ownership but leaving personal toys at home is recommended to prevent misunderstandings, breakage, or loss. Additional money is unnecessary as program fees cover all necessary expenses during your child's stay. Children in CDC and SAS programs are not permitted to use money for field trips or outings.

Withdrawal

A written notice of your intent to withdraw your child/youth from on-going programs is required four weeks prior to the effective date of withdrawal. Ask your program staff for the form to withdraw your child/youth.

Clearing CYS

You clear Ft Bliss at Parent Central Services (PC), Bldg. 1743 Victory Ave., when leaving post. All balances must be paid in full to clear CYS.

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.

Curriculum and Rest Periods:

Our childcare program offers a balanced curriculum that includes age-appropriate educational activities, creative play, and physical exercise to foster holistic development in young children. We ensure that each child has a designated nap or rest period in the afternoon, allowing them to recharge and maintain optimal energy levels throughout the day. Quiet activities such as story time or gentle music are provided during the rest period for children who do not nap, ensuring a calming environment for all.

Our program for school-aged children includes a structured curriculum that supports their academic growth through homework assistance, enrichment activities, and recreational time, along with a designated quiet period for rest or relaxation after school to help them unwind and prepare for the remainder of the day.

For teenagers, our program offers a comprehensive curriculum that includes advanced academic support, life skills workshops, and extracurricular activities, along with scheduled downtime to relax and rejuvenate, ensuring they balance their rigorous studies with adequate rest.

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: The team includes Army Public Health Nurses, CYS Program Directors, CYS Nurse, ACS EFMP Program Educator, CYS Teachers, CYS Administrators, ACS Systems Navigators, Parents, MFLC, and other individuals as needed. This group meets with parents to understand each child's needs, ensuring all necessary information is gathered to determine if the child's needs can be met in CYS Ft. Bliss or an alternate program.

Identification of Special Needs:

1. Upon identifying a special need (at registration or when the child/youth is already in care), the parent must complete the Army CYS Services Screening Tool DA Form 7625-1/Tool #1.
2. This form must be updated annually or whenever there is a change in condition.
3. Parent Central is the only facility where MIAT forms can be submitted and processed.
4. After receiving paperwork with special needs concerns, Parent Central forwards it to the Army Public Health Nurse (APHN) for approval and signature on DA Form 7625-2/Tool #1 Part G.
5. The APHN uses DA Form 7625-3/Tool #2 to indicate if a full case review with the MIAT team is required.
6. The parent(s) must be present at the meeting.
7. The MIAT process may take 7-30 days to complete from initiation.
8. The MIAT will review and approve the use of CYS facilities with the parent.

Medical Requirements:

Medical Action Plan (MAP): All MAPs require the stamp/date/signature of the health provider. If the health provider has no stamp, their name, location, and phone number must be provided. All SDS and MAPs must be renewed yearly or sooner if there is a change in condition.

Special Diet Statement:

1. Food allergies require a Special Diet Statement (SDS) and an Allergy MAP, outlining specific allergies and listing substitute nutrient-equivalent foods.
2. Food intolerance requires a Special Diet Statement (SDS). Food intolerance does not include preferences such as vegan meals or organic foods.
3. Food substitutions by parent preference are not allowed.
4. Religious preference requires a Special Diet Statement signed by the CYS Coordinator.

Specific MAPs:

- Allergy MAP: Outlines the specific allergy and indicates required medication based on symptoms.
- Respiratory MAP: For respiratory diagnosis.
- Seizure MAP: Includes febrile seizure or seizure disorders.
- Diabetic MAP: For diabetic diagnosis.

Rescue Medication:

1. Any child or youth identified in the MIAT process who requires rescue medication as listed on the MAP must have the medication at the program to participate.
2. Rescue medication labels must have a complete set of instructions, and the fill date or "Original RX Date" must not exceed one year. The manufacturer's date must not expire.
3. Medication labels cannot state "Give as Directed" or "Give per Manufacturer's Instructions."
4. Ensure prescription labels have correct information, including drug name, dosage, route, frequency, and reason for medication.

Medication Dispensation: Medications can only be administered under specific conditions and requirements. If your child needs medication, please contact your program director of additional guidance on the Army requirements.

Basic Care Items

Basic care items are over-the-counter products used for the prevention of sunburn, lip protection, diaper rash, teething (Benzocaine-free), lotion (non-medicated), and insect repellent. Only these items may be used without a prescription and are allowed to be applied in CYS programs. Since there are specific items that can or cannot be used, please check with your program director or staff before bringing one to the facility. Parents must complete a Basic Care Item form for each item and supply the basic care item. Basic care items must be current (check the expiration date) and labeled with the child's first and last name. Items no longer in use or needed by the child cannot be stored at the facility and will be returned to the parent.

Immunization Exemptions:

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.

Youth Sports and Fitness - Physicals and Liability Waiver - To participate in sports events, youth must have a current sports physical. Both the CYS registration and the sports physical must remain valid throughout the duration of the sport signed up for. If the physical expires during the sport, a 30-day extension will be granted upon providing proof of a scheduled appointment to renew the physical.

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 immediately notified via phone using the contact numbers on file. If necessary, medical treatment will be sought, including calling an ambulance if deemed necessary.

Daily Health Screening

A. Daily Admission Health Screening:

- All children/youth are screened upon admission by staff and FCC providers.
- Centers and homes will post notices of contagious illnesses on the day of exposure.

B. Criteria for Denying Care:

1. Nausea, vomiting, or severe diarrhea (three or more episodes within the previous 24 hours).
2. Consultation with a healthcare provider does not clear the child to return.
3. Fever:
 - o Axillary (armpit) temperature greater than 100.5°F for infants three months and younger, or 101°F and higher for children 3 months to 4 years.
4. Exclusion from program during Influenza Season (1 October - 31 May): Criteria apply to children/youth and adults with a fever (100°F axillary or oral) and at least one respiratory symptom.

C. Illness Criteria for Denial of Service:

Children/youth showing signs of illness or fever may be denied admission based on symptoms such as:

- Inability to participate in daily activities.
- Fever exceeding 100.5°F for infants three months and younger, or 101°F and higher for children 3 months to 4 years.
- Obvious illnesses including impetigo, scabies, ringworm, pinworm infestation, chickenpox, head lice, strep infections, conjunctivitis, persistent cough, severe diarrhea, or symptoms of other contagious diseases.

Readmission after Illness

1. Staff will provide Appendix H - Child Illness/Injury Readmission Record when your child is sent home. You must return this form completed and signed by a healthcare provider or provide a doctor's note for clearance.
2. Children/youth may be readmitted after illness under specific conditions ensuring the safety of other children/youth:
 - Fever absence for 24 hours without medication.
 - 24 hours without nausea, vomiting, or diarrhea.
 - Healing of impetigo lesions, scabies treatment ongoing for 24 hours, strep under treatment for 24 hours, lice treated for 24 hours without visible nits/eggs, pinworm treatment completed 24 hours prior, completion of contagious stage of illness, conjunctivitis symptoms diminished, completion of 24-hour oral antibiotic treatment, chickenpox lesions crusted over for 5-6 days, approval of readmission by healthcare provider.
 - Treatment started for ringworm without covering the site, ongoing treatment for thrush.

Reporting Communicable Disease

It is crucial to inform your child/youth's program if they contract a communicable disease. The CYS Program Director will notify the Army Public Health Nurse (APHN) and parents whenever a communicable disease is reported to prevent further spread.

Readmission after Communicable Disease

Children/youth diagnosed with a communicable illness may only return to a CYS program with a statement from their medical provider indicating they are no longer infectious and fit to return. Exceptions may apply based on absence duration specified in IMCOM 608-10-1 or Health SOP, for the specific illness or disease.

Accidents/Injuries procedures while attending CYS Programs

In the event of an accident or injury during your child's participation in CYS programs, our staff will promptly complete an accident or incident report. These reports detail any injury sustained during activities or any concerning incidents, such as altercations between children. The report will be presented

to you for your signature on the same day it occurs. For serious injuries, such as broken bones, we will immediately call for an ambulance and notify you by phone. If your child experiences an injury above the shoulders or is bitten, regardless of severity, we will also notify you promptly. This courtesy call allows you to decide whether to pick up your child or allow them to remain at the facility, depending on the situation. If the injury appears more serious, we will either call for an ambulance or ask you to pick up your child for further medical attention.

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

Child Abuse/Neglect Definition: Child abuse/neglect includes physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, or other mistreatment of a child under 18 by a parent, guardian, employee, volunteer, or staff member responsible for the child's welfare. This occurs under circumstances indicating harm or threat to the child's welfare, encompassing both actions and omissions.

Identifying Child Abuse and Neglect: CYS staff and FCC providers are trained to recognize signs of child abuse and neglect. They are legally obligated to report suspected cases to the Military Police. Signs such as unusual behavior, poor hygiene, suspicious bruises, abrasions, burns, or disclosures of inappropriate touching must be reported promptly.

Keeping Children/Youth Safe – It's Everybody's Business: If you observe anything you believe is inappropriate, please inform the caregiver, full-time room manager, or director immediately. Your vigilance in identifying poor caregiving or potential abuse is crucial in safeguarding children.

DoD Hotline Posters: Posters displaying contact numbers and website information for reporting abuse/neglect are prominently displayed at the entrance of all CYS facilities. If you suspect child abuse, neglect, or safety violations at your child/youth's center or family childcare 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

CYS staff will report any suspected incidents to the following points of contact:

- Fort Bliss Military Police: 915-744-2115
- Child Protective Services (CPS): 1-800-252-5400

Guidance and Discipline – The Positive Discipline Approach

Program Assistants and FCC Providers utilize a positive discipline approach, applying consistent methods based on an understanding of each child/youth's needs and developmental stage. Clear and simple rules are established to ensure every child/youth understands expectations. Discipline methods are constructive and include diversion, separation from situations, redirection to other activities, non-participation in activities, praise for positive behavior, and gentle physical restraint as needed.

Suspension or Permanent Removal

Our aim is to guide children/youth towards appropriate behavior within our programs. Instances of persistent inappropriate or unsafe behavior will be documented on an incident/accident report form and discussed with parents to establish an intervention plan. This may include the implementation of a team-based Behavior Support Plan and involvement from the Multi-Disciplinary Inclusion Action Team (MIAT).

Parents will be contacted and asked to pick up their child/youth if their behavior becomes unruly, uncontrollable, or interferes with the well-being of others (e.g., biting, scratching, fighting, pushing) and

does not respond to adult authority. Please note that no refund will be granted in cases of suspension or removal.

Procedure for a “Pause in Care” or Suspension:

- a. The child will be separated from the group, and parents will be promptly notified regarding uncontrollable behavior or any incident resulting in injury to another child, the child themselves, or a staff member.
- b. “Pause in Care” or Suspension details, including the duration and conditions for return, will be determined on a case-by-case basis. This may involve a MIAT meeting where parents meet with the team to discuss an intervention plan.
- c. Failure to cooperate with recommendations from the Behavior Support Team and/or MIAT may result in a suspension of care, the terms of which will be decided in collaboration with DFMWR and the Garrison Commander.
- d. Permanent removal of a child from the program will only be considered after exhausting all alternative measures.
- e. The decision for permanent removal will be made collaboratively by CYS Administrators, the CYS Coordinator, DFMWR, the Garrison Commander, and IMCOM G-9.

Touch Policy

Appropriate Touching and What It Involves: We recognize the importance of physical contact to support the nurturance and guidance of children/youth. Adults should respect the personal privacy and space of children/youth. Touching that promotes safety and well-being, such as holding hands while crossing the street or providing gentle reassurance during a temper tantrum are positive and appropriate.

Examples of appropriate touching vary with age:

- For young children: diapering, cleaning after bowel movements or accidents, hugs, lap sitting, reassuring touches on the shoulder, and backrubs during naptime.
- For School-Age Children (SAC): hugs and reassuring touches on the shoulder.
- For Youth: reassuring touches on the shoulder and fist bumps.

Inappropriate Touching and What It Involves: Violation of laws prohibiting sexual contact between adults and children/youth must be strictly observed. Adults should not exploit or coerce children/youth due to their lack of knowledge, including any touch fulfilling adult sexual needs. Using adult physical force to alter child/youth behavior, often done in anger, reinforces aggressive responses in children/youth. Examples of inappropriate touching include but are not limited to forced hugs or kisses, corporal punishment, slapping, punching, hair pulling, prolonged tickling, shaking, grabbing limbs, fondling, molestation, shoulder or chest bumps, or any physical contact that makes the child/youth uncomfortable. All Child and Youth Services staff and volunteers are required by Army regulations to immediately report any violations of this Touch Policy to their designated Reporting Point of Contact (RPOC), director, or chain of command.

Meals and Snacks:

- **Menu:** Our four-week cycle menu features a variety of children/youth's favorites, fresh seasonal foods, and selections from diverse cultures. Planned by our CYS cooks, nutritionist, and Army CYS, it meets USDA guidelines for nutrition and portion size, ensuring wholesome and balanced meals.
- **Food Allergies:** Please inform the director in writing of any food allergies or special diets, which must be accompanied by a physician's statement and documented in a Special Diet Statement. Silk brand, organic soy milk, and rice milk are available for children with medically identified milk allergies. Concerns regarding food allergies are reviewed by our Multi-disciplinary Inclusion Action Team (MIAT).
- **Infant Food and Formula:** Infant formula must be provided in individual, labeled bottles without any additions unless prescribed by a physician. We offer one brand of formula and supply infant food for full-day rooms. For hourly care, please provide a bottle for every three hours your child is with us.
- **Food Program Inspections:** Monthly inspections by Preventive Medicine specialists ensure our kitchen and food storage areas meet sanitation and food safety standards. We adhere to first-in, first-out storage practices to prevent food wastage.
- **Meals/Snacks Provided:** All meals and snacks, prepared according to USDA guidelines, are provided at no cost. Home-prepared foods are not permitted; meals and snacks are served family-style or buffet-style, with fresh fruits and vegetables always available.

Parents as our Partners:

- **Partnership with Parents:** We encourage parents to actively participate in our programs by joining activities and maintaining regular communication with our staff. Your input helps us improve our services and meet your child's needs effectively.
- **Open Door Policy:** Our programs maintain an open-door policy to foster parental involvement and ensure the safety and well-being of all children. Parents are welcome to visit at any time and engage with our staff.
- **Parent Education Opportunities:** We offer various educational classes relevant to childcare and parenting, which are advertised through flyers, memos, or displays at our facilities. Additionally, we collaborate with Fort Bliss programs like Army Community Services (ACS) and the Exceptional Family Member Program (EFMP) to provide comprehensive support.
- **Parent Conferences:** Initial conferences are held before your child begins care to exchange important information. Regular (three times per year) follow-up conferences allow us to discuss your child's progress and goals. Additional conferences can be scheduled as needed.
- **Parent Advisory Councils:** Each program has a Parent Advisory Council to gather parent input on program improvements and policy issues. Members play a crucial role in enhancing our services and ensuring we meet community needs.
- **Cultural and Family Traditions:** We value and celebrate cultural diversity and family traditions. During conferences, please share any cultural or family traditions that can enrich our curriculum and activities.
- **Parent Feedback:** Your feedback through surveys is essential for evaluating and improving our programs. Please take the time to complete our surveys as they help us meet accreditation standards and better serve you and your child.

Staff qualifications and use of Video Surveillance System (VSS)

All CYS care-giving facilities are equipped with video surveillance systems (VSS) to enhance safety and deter child abuse, providing peace of mind to parents and staff alike. The system also supports managerial oversight by facilitating monthly staff observations. CYS employees and FCC Providers undergo rigorous background checks through various agencies including Provost Marshall's Office, Criminal Investigative Division, and the FBI, ensuring comprehensive screening. Staff are identifiable by name tags and uniforms, with green indicating cleared background checks and red requiring staff to work with a partner or under VSS monitoring. Training is comprehensive and tailored to individual development plans, covering child development, safety protocols, health and nutrition, emergency procedures, and more, exceeding state licensing requirements with a minimum of 24 clock hours annually per staff member.

Program and Policy Changes

We value your involvement and want to keep you informed about any updates or changes to our policies at CYS. You will be notified promptly of any policy revisions through direct communication, newsletters, or postings. Your input is important to us, and we encourage you to share any feedback or suggestions you may have regarding our policies and procedures. Your insights help us continually improve our programs and services to better meet the needs of your child and family.

CYS Facilities / Operating Hours / Location / Telephone Numbers

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

Phone: 915-568-4646

Outreach Services Director: 915-569-5040 Assistant Director: 915-568-4466

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

Monday - Friday 0730 -1630

Phone: (915) 568-4198

Child Development Centers (CDC)

Logan CDC Bldg. 3500 Story St.

Phone: (915) 568-3989/4887

Replica CDC Bldg. 5036 Sheridan

Phone: (915) 569-7196/7199

Main CDC Bldg. 1730 Haan Rd.

Phone: (915) 568-5689/1392

Milam CDC Bldg. 11896

Phone: (915) 744-7879/7877

East Bliss CDC Bldg. 20707

Phone: (915) 744-2731/2745

School Age Centers (SAC)

Bliss SAC Bldg. 2012

Phone: (915) 568-2178

Milam SAC Bldg. 11898

Phone: (915) 744-2274

Youth Centers

Replica Youth Center Bldg. 5037 Sheridan

Phone: 915-568-3523

Milam Youth Center Bldg. 10960

Phone: 915-744-2449

Youth Sports & Fitness Program

Youth Sports Plex, Bldg. 195

Phone: 915-568-5437

SKIES Unlimited Program

SKIES #1, Bldg. 3508 Ellerthorpe

Phone: 915-568-8336

SKIES #2, Bldg. 131

Phone: 915-568-5544

School Liaison Office, Bldg. 505, Rm A107

Phone: 915-569-5064

School Liaison Services will assist you with any concerns about your child/youth's public school experiences, provide information about the schools and the programs they offer, and help you find

educational opportunities necessary for academic success. They can help locate a school point of contact, determine which school your child will attend, and provide information on requesting intra-district or inter-district transfers.