

# Fort Hamilton Child & Youth, School Services (CYSS) Parents Handbook



**UNITED STATES ARMY GARRISON FORT HAMILTON  
FAMILY AND MORALE, WELFARE AND RECREATION (DFMWR)  
CHILD, YOUTH & SCHOOL SERVICES (CYSS)  
PARENT HANDBOOK**

**Mission, Vision and Philosophy:** Fort Hamilton Child, Youth and School (CYS) Services recognizes the challenges of our Soldiers and their Families. By offering quality programs for children, youth and students, CYSS supports the Army Family Covenant by reducing the conflict between mission readiness and parental responsibility. CYSS are a wide range of quality programs to help Army Families meet their parental challenges and maintain their mission readiness. Whenever you need it and wherever you are, CYSS is prepared to make life better for Army Families. Programs include daycare programs at your garrison and in your local community, school-age services and online tutoring programs. CYSS also has teen programs, in-home childcare, youth sports and more.

**Program Orientations:** Knowing and understanding the policies and procedures of the child care program can have a positive impact on families and their child care experience. Your program director will be sharing information with you about our center to help you understand the CYSS procedures as you leave your child in our care.

**Open Door Policy:** We extend an open invitation to visit the CYSS as often as you like for informal visits or to visit your children/youth anytime. This will give us the opportunity to become acquainted with you and enable us to provide optimal learning experiences for your children/youth.

**Communication/Feedback:** Parents/guardians can raise their questions, comments or concerns regarding Family, Morale, Welfare, and Recreation (FMWR) CYSS Services programs by contacting your facility Director or by completing an Interactive Customer Evaluation (ICE) survey through the Fort Hamilton MWR website [Hamilton.ArmyMWR.com](http://Hamilton.ArmyMWR.com)

**Chain of Command:** The most effective way to resolve issues is to channel them through the CYSS Services Chain of Command. Should all attempt at resolution fail, parents/guardians can elevate their issues or concerns up through the Chain of Command in the order below:

- Classroom Lead Teacher/Supervisory Program Specialist /Facility Directors:
  - Chief, Child, Youth & School Services Division: 718-630-4475
  - Director, Family and Morale Welfare & Recreation (DFMWR): 718-630-4040
  - Deputy Garrison Commander: 718-630-4706
  - Garrison Commander: 718-630-4706

**Field Trips:** CYSS encourages the use of off-post resources to broaden the learning environment for the children/youth in our care. Field Trips will be developmentally appropriate and require an approved risk management assessment before departure. CYSS will ensure adherence to the guidance in AR 608-10 as well as local policies regarding off-post excursions. Parents may be notified through

the use of flyers, email, or documented agendas at parent meetings. Permission slips will be made available no less than three working days in advance. Staff will ensure that each child on the field trip has a signed permission slip available. Parents may send additional money for souvenirs and food items purchased outside of that provided by CYSS. The money will not be “held” by staff for the child. Parents utilizing Hourly Care services will pay any associated expenses incurred as a result of the field trip. Notice is provided no less than seven working days in advance of the scheduled trip.

**CDS Development Assessment:** The formal method of developmental assessment of children in our Child Development Centers (CDC) and Family Child Care (FCC) homes is through the use of the Creative Curriculum Developmental Continuum where informal observation notes and samples of children’s art and other work are collected as part of the assessment process. The Creative Curriculum provides a framework that guides our teachers in planning appropriate activities that are individualized to meet each child’s developmental needs. Teachers create developmental portfolios for each child to ensure learning goals and objectives are accomplished in the areas of intellectual, physical, social, emotional and language development. Assessing individual and group progress allows planning for programs that respond to the needs, interests and abilities of children in any room. Teachers receive training on conducting observations and assessments as part of their regular ongoing training. Assessments are conducted 3 to 4 times a year and the primary care teacher will discuss results with parents.

**Children’s Responsibility:** Taking care of equipment; cleaning up after themselves; sharing equipment with others; keeping their hands to themselves; using appropriate language and being responsible for all personal belongings.

**Children’s Rights:** To be respected; to have a choice of activities; to have a safe and reliable environment; to have equipment in working order with all pieces; to express their creativity; to express emotions in an appropriate manner and to have staff members that care and enjoy them.

**Parents’ Responsibility:** Signing their child in and out; picking their child up on time; treating staff with respect; paying their fees on time; bringing their concerns to the staff; notifying staff of pickup changes; knowing about changes in policy; informing staff of child’s illness and keeping child’s records up-to-date.

**Parents’ Rights:** To be respected; to visit the site at any time; to know their child is safe; to voice concerns about the programs or activities; to know how their child is behaving, ill or injured; to know about field trips and to have open communication with directors and the CYSS Chief.

**Staff Responsibility:** Treating children and parents with respect; providing a safe, warm environment; providing a variety of interesting activities; keeping parents informed; keeping accurate records and being a positive role model for the children.

**REGISTRATION**  
**OUTREACH SERVICES (OS)/PARENT CENTRAL (PC),**  
**BLDG. 404 STERLING DRIVE,**  
**PHONE: 718-630-4812**

**Outreach Service Services (OS) / Parental Central (PC):** Parent Central is your gateway to CYSS! OS/PC has information on all Fort Hamilton CYSS Programming: Child Development Centers (CDC), Family Child Care (FCC), School Age Services (SAS), Youth Services (YS)"Middle School/Teen (MS/T), School Liaison (SLO), Sports, SKIES Unlimited Instructional Programs, Parent Education and volunteer opportunities. Programs are available for children age 4 weeks through 18 years of age.

For enrollments, parent or guardian of the child / youth must be eligible for services, have completed the CYSS forms and have provided a valid Government ID card, proof of child's immunizations and complete all forms required for data entry into the Child & Youth Management System (CYMS) prior to enrollment. Completed forms and necessary documents must be presented at the time of registration. There are no fees for registering your child or youth.

**Eligibility for CYSS:** Active Duty Military Personnel, APF & NAF DoD Civilian Personnel, Reservists and National Guard on active duty or during inactive duty personnel training are eligible. When a waiting period for enrollment exists, priorities for care needed to meet mission requirements will be in accordance with current Department of the Army and Fort Hamilton policies. At no time will a child already in a program be displaced to allow room for a child with a higher priority. A stable environment with continuity of care and minimum disruptions is necessary for high quality developmental programs.

**Registration:** Monday - Thursdays 08:30-17:00 Hrs. and Fridays evenings 08:30 - 18:00 Hrs. Packets containing registration forms and checklist may be picked at Bldg. 412 Sterling Drive, and Friday up during hours of operation or downloaded from the Fort Hamilton website:  
**Hamilton.ArmyMWR.com** Call Phone: 718-630-4805 to schedule an appointment.

**Registration Forms**

- DD form 4719
- Three local emergency release designees' names and telephone numbers. These individuals will be contacted in the event of an emergency if the sponsor or spouse cannot be reached.
- Up-to-date immunization records for all children
- CYSS Health Screening Tool information: Children with dietary restrictions, allergies, asthma, taking on-going medication or has any other special needs a medical action plan (MAP) will be required and a Special Needs Accommodation Process (SNAP) evaluation

meeting may be scheduled. Prior to receiving CYSS care a SNAP team will review the case and recommended CYSS care placement.

- Enrolled children in a CYSS program or subsidized Family Child Care home, the patron must provide current LES statements and complete a DOD Application for Fees to determine total family income and fee category. For the military sponsor this includes Base Pay, BAS and Non-Locality BAH. Information must be up-dated at a minimum annually and/or when changes occur.

All registration records must be kept current and updated annually at minimum. The most up-to-date copy of the child's immunization record is required and must be maintained within the child's file. Children/youth whose records are not updated will not be accepted for care until this annual requirement has been met.

### **Information Must be Provided Within 30 Days of Initial Registration**

- Current Physical/Health Assessment signed and stamped by a medical representative. It is the responsibility of each parent to ensure that information on the forms is kept current.
- Any changes on current registration should be provided to the administrative clerk as soon as possible.
- Family Care Plans (FCP): DA Forms 5304 and 5305. Single and dual military parents must provide copies of their FCP's to Central Enrollment within 30 days of enrollment. Failure to comply will result in non-admittance into CYS Services Programs until the information is obtained. FCP updates are the responsibility of the unit commander and parent.

## **Sports Youth Services**

### **Sports Physical Enrollments / Program**

- Health Assessment with health provider's signature/stamp and address any pertinent medical conditions or constraints, e.g., asthma, heart murmur, allergies. Health assessment required for all team sports, individual sports and some SKIES Unlimited courses. (Performed once a year).
- Sports programs and services are provided to military and DOD civilian children and youth 3 years to 18 years of age in the following four service areas: Team Sports, Individual Sports, Fitness & Health, and Outreach.
- Enrollment fees vary depending on each sports program. Payments for Youth Sports must be made in full, prior to the beginning of the selected sports season. Sports registrations are accepted at Parent Central, Bldg. 412 Sterling Drive. Phone Number: 718-630-4812.
- For code of conduct, visit the Fort Hamilton MWR website [Hamilton.ArmyMWR.com](http://Hamilton.ArmyMWR.com)

## CYSS Programs

**Child Development Services Programs:** Child Development Services (CDS) provides care for children ages 6 weeks through 5 years in CDCs and ages 4 weeks through 12 years in FCC homes through full day, part day, and hourly care programs.

**Hourly Care:** Hourly care is offered at the Child Development center for children 1 year through 5 years old and at FCC homes for children 6 weeks through 12 years. Reservations are required for all children as early as 2 weeks in advance and may be made in person or telephonically. All spaces are on a first come, first served basis and will not be held longer than 30 minutes beyond the scheduled time. Hourly care rates are \$4.00 per hour. Payment is due when you pick up your child. A \$4.00 fee will be assessed if the reservation is not cancelled at least two hours before the reserved time. The 30-day extension for Health Assessments and Family Care Plans are not available for hourly care registrations.

**Strong Beginnings:** Strong Beginnings Prekindergarten program meets 5 days each week in morning sessions and is designed to ensure that all children who enter kindergarten are prepared to succeed. If Public School is not in session, there are no classes for the Strong Beginnings program.

**Family Child Care:** The FCC Program is provided by military family members working as independent contractors on the installation. FCC homes provide flexible hours, a comfortable family setting, and activities based on real life experiences in the home and neighborhood. For FCC provider requirements visit Fort Hamilton website [Hamilton.ArmyMWR.com](http://Hamilton.ArmyMWR.com)

**Youth Services:** Youth Services (YS) programs serve school age, middle school and teen youth in grades 6 - 12. YS programs have ongoing partnerships with Boys and Girls Clubs of America (BGCA) and 4"H Clubs. Our partnership programs enable us to offer a variety of activities and opportunities to youth.

**School Age Services (SAS):** School Age Services provides programs for youth in grades 1 – 5. Our school age sites are nationally accredited to ensure the highest quality programming.

**Middle School / Teen (MST):** Middle School & Teen provides programming for youth in grades 6 thru 12.

**School of Knowledge, Inspiration, Exploration and Skills (SKIES Unlimited) Program:** Instructional classes in dance, fencing, piano, voice, karate, personal interests and more. The SKIES Unlimited program is the framework for the Army's CYSS instructional programs. It encompasses the four service areas: Arts, Recreation & Leisure, Life Skills, Citizenship & Leadership; Sports, Fitness & Health; and Academic Skills, Mentoring & Intervention. SKIES Unlimited instructors have possessed local and national background checks, training in CPR, First Aid, Child Abuse Reporting

and Prevention, Guidance, Child Developmental Guidelines, and Safety. Contact Parent Central Registry Office at 718-630-4812 for a list of classes and times or on the Fort Hamilton MWR website at [Hamilton.ArmyMWR.com](http://Hamilton.ArmyMWR.com).

**Volunteer Child Care in Unit Settings (VCCUS):** Volunteers from units may become certified through CYSS to provide free child care to their units for group meetings and functions. Telephone: 718-630-4805 for more information.

**Deployment Support:** We recognize the commitment and increasing sacrifices that our Families are making every day. Therefore, we are committed to improving family readiness by:

- Standardizing fees for existing Family programs and services.
- Ensuring excellence in schools, youth services, and child care.
- Expanding education opportunities for Family members.
- **Mission Level 1** – Families of deployed Soldiers and DoD Civilians.
  - 16 Hours free hourly respite care per child per month, beginning 30 days prior to deployment and extending to 60 days after return.
  - Hourly fee reduction to \$2.00 per child per hour for any hourly care beyond the free respite care hours.
  - 20% fee reduction for regularly scheduled full and part day care.
  - Up to \$300.00 in SKIES (instructional) classes per child/youth during the deployment cycle.
  - Up to \$100.00 free CYSS team or individual sport per child/youth.
- **Mission Level 2** – Families of Soldiers and DoD Civilians serving under the following orders:
  - Temporary Change of Station (TCS)
  - Permanent Change of Station (PCS) unaccompanied tour
  - Temporary Duty (TDY) status for 90"179 days.
    - 16 hrs. free hourly respite care per child per month during designated eligible period.
    - Hourly fee reduction to \$2.00 per child per hour for any hourly care beyond the free respite care hours.
    - Up to \$150.00 free SKIES classes per child/youth.
    - Up to \$50.00 free CYSS team or individual sport per child/youth.
  -
- **Mission Level 3** – Rear Detachment Cadre supporting the immediate Families of deployed Soldiers as identified on the Rear Detachment and Personnel Availability Report.
  - 5 hrs. free hourly Respite Care per child per month during eligible period.
  - Hourly fee reduction to \$2.00 per child per hour for any hourly care beyond the free respite care hours.
  - Up to \$150.00 free SKIES classes per child/youth (NTE 8 weeks per class).



- Up to \$50.00 free CYSS team or individual sport per child/youth.
- **Families of Wounded Warriors** – Army Wounded Warriors (AW2) and Warriors in Transition (WT).
  - 16 hrs. free hourly respite care per child per month during eligible period.
  - Hourly fee reduction to \$2.00 per child per hour for any hourly care beyond the free respite care hours.
  - Unlimited free hourly care for medical appointments.
  - Category 1 fees for regularly scheduled full and part day care.
  - Up to \$300.00 free SKIES (instructional) classes per child/youth.
  - Up to \$50.00 free CYSS team or individual sports per child/youth.

### **Fees**

**First of the Month:** 1st day of the month - Installment billing (for 1st-14th services) Patrons will receive a verbal reminder by the front desk clerk 5th working day after billing - Full payment due by COB 6th working day after billing Late payment fee of \$10.00 assessed 15th OF MONTH: 15th day of the month - Installment bill for (15th-EOM services) Patrons will receive a verbal reminder by front desk clerk 5th working day after billing - Full payment due by COB+ any accrued late payment fees 6th working day after billing - Second late payment fee of \$10.00 assessed if balance is not zero.

**Late Payment:** Payment for Full Day/Part Day Care is due by the 5th business day of the payment cycle. Late payment fees are charged after the 5th business day. On the 6th day a one- time \$10.00 per child late fee will be applied to each missed payment cycle. Late payment fees are not charged for SKIES Unlimited Instructional Classes or Youth Sports since those fees are due in advance of the program start date. Termination of Services: Families will receive written notification of termination after mid-month review if they are carrying an unpaid balance. Services will be terminated if full payment for the month is not received by the last working day of the month unless a command approved financial hardship waiver is requested.

**Multiple Child reductions (MCR):** A 15 percent MCR is applied when more than one child is enrolled in regularly scheduled child care programs or seasonal youth sports offered by CYS Services. MCRs for child care and youth sports are determined separately and may not be combined. MCRs are not applied to Hourly Care, SKIES Unlimited fees, or School Age occasional user fees. Nonpayment within 5 days will result in a late fee of \$10.00 per child. If payment has not been made by close of business the last working day of the month, the child care space will be considered abandoned. Passes for all family members will be suspended. Patrons will have an outstanding balance due on their account and CYSS will initiate collection procedures.

**Fee Adjustment for Financial Hardship Waiver:** Garrison Commander (GC) may temporarily adjust fees up to 20% for individual Families based on financial hardship or other special circumstances on a case-by-case basis. GCs will not delegate this authority lower than the Director, Family & Morale, Welfare, and Recreation (DMWR). Requests for a child care fee reduction based



on financial hardship must be reviewed by an Army Community Service (ACS) Financial Counselor or a certified financial professional external to CYS Services. The reviewer must provide a recommendation to the approving authority. Financial hardship reductions must be re-evaluated and approved at least every six months. Families whose child care fees are 25 percent or more of their TFI will be informed at the time of registration that they are eligible to request a financial hardship waiver.

**Full Days & Part Days:** Full and part day fees are the same every payment regardless of days missed due to illness or holidays. (See childcare leave policy.) It is the patrons' commitment to the center that your child will attend daily, and we guarantee that space will be available for your child. Operating costs of the program are not eliminated when a particular child is absent. There will be no refunds for days absent.

**Leave / Vacation Policy (Cost-Free Days):** Leave/Vacation Fee Options are available only in CDC Programs. Cost-free leave days that are not taken are not refundable and do not accumulate from year to year. Families must select either a 2 or 4-week Leave/Vacation fee option for each child as part of their annual registration. The option selection cannot be changed until the next annual registration. (Families who choose the 4-week Leave/Vacation fee option will pay a higher monthly fee than Families who choose the 2-week fee option since fees are annualized). Vacation must be taken in a minimum of one-week increments (i.e., five-day time blocks: Monday – Friday). The child care space is reserved for the Family until the child returns. Families must provide notice to take leave/vacation. Sponsors are given a two (2) week or a four (4) week vacation option with corresponding fees at the time of registration and annually after that at re-registration.

**Day Preschool Fees:** A deposit is required at the time of registration to ensure your child's enrollment in the preschool program. The fees for preschool are an annual program fee, but for your convenience payments have been evenly distributed each month during the preschool year.

**Deposits:** When you initially enroll a child in a full day or part day program, you will be required to pay a 10% deposit to secure your child's placement. These deposits are nonrefundable, but are deducted from your first month's fees.

**Late Pickup Fees:** Child care centers, hourly care, and school-age centers charge a late pick up fee after a program closes. The late pick" up fee is \$1.00 per minute or a maximum of \$15.00 per family at each CYSS program site.

For detailed programs and fee information visit the Fort Hamilton MWR website  
[Hamilton.ArmyMWR.com](http://Hamilton.ArmyMWR.com)

## **CYSS Program Arrival and Departure Procedures**

**Arrivals:** When you arrive at a Child Development Center or School Age Center, you will be asked to:

- Swipe your CYSS Identification Card or Tag at the front counter.
- Sign your child into their room on the roster provided. This is important because it allows staff to document and verify children are in care if an emergency occurs. Lack of accountability in the event of a fire or other emergency could result in CYSS having no knowledge of your child's presence.
- Please ensure the teacher in charge of the module is aware of your arrival so that your child may be warmly received and become involved in an activity. We hope that parents and teachers will spend time together, both at arrival and departure times, sharing information and insights with each other by way of informal conversation. Also, parents can help their children make a happy transition from home to the center each morning by spending a few minutes with them in the child activity module before leaving. Please be prepared to spend a few moments in the module to provide correct information and details about the care of your child. In FCC homes and any onsite childcare location, sign in the sheet is used and will be located with the teacher or FCC provider. Youth enrolled in the MST open recreation program are allowed to come and go from the teen center, but must scan/sign in/out at the front desk. Youth enrolled in before school, or vacation programs must remain in the program until picked up by a parent.

**Departure:** When you return for your children, you will be asked to:

- Swipe your CYSS Identification Card to sign children out of the center.
- Pay any fees or provide pertinent documents related to your child's care.
- Proceed to the activity module and sign your child out of their module prior to leaving.
- Notify the child's teacher/provider before leaving. If you intend to give authorization to any other person to remove your child from a center, that person's name must be entered in the appropriate space on the CDS Registration Card and entered into the CYMS database. Under no circumstances will children be released to siblings or children under age 12. These policies are for your child's protection!

**After Hour Child Departure:** There have been occasions in the past when parents have forgotten the time or were delayed so that children remained after the closing hour of the center. Children are expected to leave by the time programs end. A late fee penalty is in effect at the closing hour of the program or facility. We ask that you call and let us know if you expect not to be at the Center by 1800 (6:00 PM). Our staff will call home, work and any other telephone numbers left by the child's parents, if you have not called or arrived by 1755 hours (5:55 PM). Contacting your child release designee before 1800 hours can prevent late pick-up of your child. If the parent cannot be contacted, our staff will call the emergency contacts (parent designee) listed in the CYMS database to find an authorized person to pick up the child. If there is no positive response to these calls, and if the child

has not been picked up by 1 hour past the center's closing hour, appropriate authorities will be contacted for alternate placement and care of the child. We recognize the severity of this action and regret that it will have to be taken if efforts to reach either parent or the emergency point of contact fail. Please ensure that we have solid emergency contacts and accurate telephone numbers to avoid this situation which is stressful for the child, parent(s) and CYSS staff. Bus Transportation: A. Staff will accompany children to the entrance to the bus/van. Staff must be able to view the bus/van's entrance and must be able to account for each child's presence on the bus/van. Staff will not "send" children to the bus/van and observe from a distance. B. Once the bus/van has come to a complete halt, staff will accompany the children to the entrance of the bus/van. C. Buses will utilize their red STOP sign when they are stopped for pick-up or discharge children. D. If staff must walk across a lane of traffic; they will ensure that all traffic has stopped in both directions before proceeding to the bus/van entrance. E. When retrieving children off the bus, staff will ensure that all children are accounted for before the bus/van's departure. F. If staff must walk children across a lane of traffic, they will ensure that all traffic has stopped in both directions before proceeding to the building entrance. G. Staff will walk the children in front of the bus while the bus is halted and its stop lights are flashing along with its stop sign. To ensure the driver can see all children at all times, CYSS staff will ensure that children walk NO LESS THAN six feet away from the bus exterior (front and sides) at all times. Children will not be permitted to walk in the rear of the bus.

**Nap and rest Periods:** Appropriate rest periods will be provided according to the age and needs of the child. A minimum of 1 hour will be scheduled for all children under five years of age enrolled in full day care in the CDC and FCC homes. Full day children take naps after lunch. We ask that all children rest for approximately 15 minutes after the lunch period and if they have not fallen asleep, quiet activities (books, puzzles) are provided while the other children sleep. Each child is provided with a rest mat. To minimize disruption to resting children, your child may not be signed in during the rest period (1200 –1400 hours). Extenuating circumstances may be discussed with the Director/FCC Provider.

**Personal Belongings / Toys:** Please leave your child's toys at home, except in the case of comfort items, such as a blanket or favorite stuffed animal to help your child adjust or rest. Personal toys may become broken or lost, and arguments between children can be avoided over a "special" toy. We have sufficient quantities of educational materials that encourage appropriate development. There may be certain days when the teachers will request certain items be brought to the program to supplement or illustrate a theme or concept that is being discussed. The teachers will notify you in advance of these days. Please ensure all items are labeled with your child's first and last name. Only personal items that are needed for the child may be brought to the center, (clearly label all items) such as diapers (1 diaper for each hour that a child will be in care), child size blankets, coats, hats, and gloves.

**Bags and Pockets:** To ensure that medication and other personal items not appropriate for daycare are not left onsite at any time. All children that are mobile, whether walking or crawling, must wear shoes for daytime care. For health and safety reasons open sandals and thongs/flip-flops are not

recommended, children must have closed shoes/sneakers to participate in daily activities. Parents should also provide at least 1 to 2 changes of clothing.

**Pets and Plants:** Pets and plants are considered critical factors in a developmental program setting. Animals provide great science and language learning experiences, as well as the responsibility and opportunity to care for other living creatures. Only nontoxic plants will be allowed in the CYSS programs and FCC homes. Please see the CYSS Health SOP for further information and a list of nontoxic plants.

**Program Closure:** All CYSS programs are closed for Federal holidays. CYSS will close two training days per year to ensure all CYSS staff have the opportunity to participate in CYSS program specific training. Training closures for the 2016 year will be May 27th, and October 7th CYSS will also follow directives for closing any unscheduled Presidential Executive Order holidays and the Friday after Thanksgiving.

**Severe Weather or Emergencies:** Prior notification will be given to patrons before a decision is made to close CYSS programs for training holidays other than those listed above. Garrison Commander identifies the installation is in operation for Mission Essential & Critical personnel the CDC and SAS programs will remain operational. Hourly care and open recreation programs will be closed. If instructions are provided by the Garrison Commander to close a program early, you will be notified to pick up your child. Daily fees will not be refunded. Parents are required to have a backup for emergency situations, i.e., illness, center closures, etc. Each CYSS site has a severe weather/emergency plan that designates “Mission Essential” staff and primary/secondary evacuation sites. If the Garrison Commander identifies that the installation is in operation for CRITICAL personnel only, the following CYSS programs will open for business for patrons who are CRITICAL personnel: Single and dual military sponsors will be listed as critical personnel. DOD Civilian employees must have their employees fill out an essential personnel form to be added to the list.

### **Child Abuse and Reporting Incidents**

**Child Abuse and Neglect Policy:** CYSS has developed a comprehensive program to facilitate prevention, identification, and reporting of suspected child abuse and neglect. All CYSS employees and FCC providers are required to have background clearances and pass with favorable results before working for CYSS or contracting with CYSS. All CYSS employees and FCC providers receive mandatory training in identifying and reporting suspected abuse/neglect to include annual updates. A variety of inspections and assessments are conducted annually to determine any risks that can be reduced or removed. Every year, Annual Installation Child & Youth Evaluation Team and Child Abuse Risk Assessment Tool (CARAT) observations are conducted to improve program quality and child abuse/neglect is one focus. Ratios are maintained to provide effective supervision of children. CYSS staff, volunteers, and FCC providers are mandated by law to immediately report any suspected cases of child abuse or neglect. As part of child abuse prevention, CYSS staff wear name tags and green smocks identifying them as completing background checks. Staff is required to wear Red

Smocks if background checks are still pending indicating a line of sight supervision is still needed. Parents are provided information concerning child abuse/neglect through pamphlets, articles, and workshops. All CYSS programs have an open-door policy. Parents/sponsors have access to child/youth facilities and FCC homes when children are present, providing opportunities to observe the program. Scanning/signing in and out is a procedure that helps restrict access to children by center personnel, and non-FCC home Family members.

**Child Maltreatment:** Parents may not physically punish their children while in CYSS facilities or on the grounds of CYSS facilities. Children exhibiting suspicious bruises, abrasions, burns or other physical marks will be reported to the appropriate authorities. If a child is suspected of being abused or neglected, a report will also be made to the appropriate authorities. This policy is designed to enhance the safety of all enrolled children. All CYSS employees are mandated by regulation and New York State Law to report all incidents of suspected child abuse or neglect. All staff members receive training in child abuse and neglect identification and reporting procedures. Protection of children from abuse is a shared responsibility between our staff and parents. **REPORTING**

**Reporting Child Abuse/Neglect:** Failure to report child abuse/neglect or safety violations is a criminal offense. To report child abuse, child neglect, or a safety violation, **IMMEDIATELY** contact: Fort Hamilton Military Police at (718) 630-4456 DOD Child Abuse & Safety Violation Hotline: 1-877-790-1197 New York Administration for Children's Services: 800-635-1522

**Definition of Child Abuse:** Child abuse include: physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, or other maltreatment of any 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 health is harmed or threatened. The term encompasses both acts and omissions on the part of the responsible person. Child Neglect includes abandonment, deprivation of necessities, educational neglect, lack of supervision, medical negligence, and nonorganic failure to thrive. If you, as a parent or guardian, have any questions regarding this policy, or concerns yourself, please feel free to contact the center director. SOPs and flyers, including our discipline and touch policies, and child abuse/neglect prevention and others related to this issue are available for your review.

**Child Accident / Incident Reports:** Even though your child is under constant supervision, minor injuries may occur during play. When this occurs, our staff will perform necessary first aid and complete a Child Incident Report for you to read and sign when you return. We will notify you immediately if your child sustains a serious injury or becomes ill. To avoid confusion, please tell us when you arrive at any existing cuts, bruises or bumps, which your child sustained while playing at home.

**Discipline Policy:** CYSS programs strive to approach discipline in a positive and consistent manner. The individual needs, age, and development level must be considered in guiding behavior. Each child or youth activity sets simple, reasonable rules, which are posted for parental review. Discipline will

be constructive. Such methods as redirection, positive reinforcement, and gentle physical restraint will be used as appropriate. When a child or youth's behavior is harmful to people or property, the child or youth will be asked to select another activity or may be diverted to a calming activity. Teachers will ask the child or youth to choose an activity where he/she will have time alone to gain control of their challenging behaviors. Teachers get to know the children and youth and use a variety of teaching strategies to escalate challenging behaviors. Children are encouraged to the problem solve and to use words to ask for what they want or tell others how they feel. Older children and youth are encouraged to talk about the problem with the other child or an adult and find a solution that works for everyone. For Fort Hamilton CYSS prohibited disciplinary actions visit the Fort Hamilton MWR website [Hamilton.AmmyMWR.com](http://Hamilton.AmmyMWR.com)

**Home Alone Policy:** Age Requirements: 3 yrs. or younger require direct supervision; 4-6 yrs. old must have immediate supervision (within eyesight or hearing distance of child); 7 - 9 yrs. old must have monitored supervision (can explore playgrounds and yards); 10 -11 yrs. old may not be unattended for more than two hours; 12 -14 yrs. old may not be left alone overnight or for more than three hours without an adult checking on them either telephonically or in person; 15-17 yrs. old can be left alone for up to six hours during the day or evening hours but not overnight. For all ages, there must be an emergency plan in place with access to an adult in the case of an emergency.

*ALL CYSS SPONSORED PROGRAMS ARE VIOLENCE-FREE. SPANKING, SLAPPING OR OTHER PHYSICAL PUNISHMENT IS NOT PERMITTED. ANY SUCH BEHAVIOR WILL BE REPORTED TO THE MPS, THE CHILD ABUSE & SAFETY VIOLATION HOTLINE AND THE NEW YORK ADMINISTRATION OF CHILDRENS SERVICES.*

### **Developmental Program**

**Professional Staff:** Fort Hamilton CYSS is composed of professionally trained staff. All direct care personnel have specialized competency-based training in child development. The training starts before they enter the classrooms or begin care in their homes and continues throughout their employment. The management, support staff, and teaching staff work together as a team to establish an environment where each person is treated with respect and dignity. All members of this team receive training to ensure our programs reflect current knowledge of developmentally appropriate practices.

**Training and Career Progress:** CYSS is committed to adequate compensation and career progression. Training encompasses child abuse identification & prevention, nutrition, CPR, first aid, safety, regulatory guidance, administering medication, age appropriate activities, and child growth and development. The CYSS Training and Curriculum Specialist (TACS) are child/youth professionals who work in conjunction with all Child Youth and School Services Program Directors to include the Child Development Center Director and The Youth Center, Director. For additional information, contact the TACS office at 630-4079. Each module or program group has a lead teacher who writes daily activity plans in coordination with the other teachers in the module. The TACS



reviews every lesson plan for developmental appropriateness. Look for the lesson plans posted inside your child/youth's module or program.

**FCC Provider Training and Certification:** FCC Provider training requires 40 hours of training to include child growth and development; positive guidance techniques; planning developmentally appropriate activities for children; business practices; CPR and first aid; safety and emergency procedures; meal planning and nutrition; medication and communicable diseases; business practices; child abuse/neglect identification, reporting and prevention; regulations and SOPs; and parent/public relations. Applicants' homes must pass inspections by fire, safety, health and food program representatives. After certification is awarded, providers must continue their training with a minimum 24 credit hours each year. Homes are monitored by FCC staff to ensure that standards are maintained. The TACS provide guidance regarding activities; action plans must be posted for parents to review.

**Discipline Policy:** CYSS programs strive to approach discipline in a positive and consistent manner. The individual needs, age, and development level must be considered in guiding behavior. Each child or youth activity sets simple, reasonable rules, which are posted for parental review.

Discipline will be constructive. Such methods as redirection, positive reinforcement, and gentle physical restraint will be used as appropriate. When a child or youth's behavior is harmful to people or property, the child or youth will be asked to select another activity or may be diverted to a calming activity. Teachers will ask the child or youth to choose an activity where he/she will have time alone to gain control of their challenging behaviors. Teachers get to know the children and youth and use a variety of teaching strategies to escalate challenging behaviors. Children are encouraged to the problem solve and to use words to ask for what they want or tell others how they feel. Older children and youth are encouraged to talk about the problem with the other child or an adult and find a solution that works for everyone.

CYSS Programs Will Not Use Any of the Following Methods of Discipline:

- Physical punishment of any kind to include pinching, slapping, spanking, etc.
- Confinement in closets, boxes or similar places.
- Verbal abuse to include yelling, humiliation, etc.
- Deprivation of meals, snacks, outdoor play, etc.
- Children will not be punished for accidents or lapses in toilet training.
- High chairs and cribs will not be used for discipline purposes.
- Biting policies focus on modifying child behavior within the existing environment rather than suspending the child. When this is not possible, parents will be consulted and assisted in obtaining care in another CYSS setting, if necessary and if available.



Parents will be notified when a child or youth's behavior is dangerous or causes severe disruption to the group's activity. If teachers and parents working together cannot resolve the problem, it may be necessary to ask parents to remove children or youth from a program. Allowing children or youth to remain in programs in which they are not experiencing success is detrimental to their self-esteem. CYSS personnel will make every effort to assist parents in finding alternative care if necessary. CYSS is committed to protecting the health and well-being of all children.

### **Food & Nutrition Guidelines**

All CYSS programs participate in the US Department of Agriculture Child and Adult Care Food Program (USDA CACFP). Participation in this program ensures that meals and snacks provided, meet national nutritional standards. CYSS programs are also monitored by an IMCOM USDA Technology Specialist. The CYSS receives reimbursement through USDA for all meals and snacks which meet the standards. This payment helps to keep the costs of CYSS programs at an affordable level for parents. All menus are approved by a dietician prior to serving.

- SAS and YS menus will be tailored to youth tastes, allowing for the appetites of older children/youth.
- Meal times and menus will be posted for parent information. USDA meals and snacks are served to all children in attendance at meal times. Costs for meals and snacks are included in all childcare program fees.
- Please inform your child's teacher if your child has or develop any food allergies. Medically prescribed diets, as ordered by a physician, will be supported within program capabilities. This will be determined by the Special Needs Accommodation and Placement (SNAP) Team before placement.
- Family style meals and snacks are served to children in the CDC and FCC programs. Children participate in all phases of the meal service from setting the table to cleaning up. Staff encourages children to serve themselves at least a taste of all food items to participate in the conversation at the table. Good manners are encouraged and modeled by classroom staff.

### **Health Policy**

CYSS programs are designed to care for healthy children. Parents should arrange for alternate care in the event of illness. The Outreach Services Director may be able to assist in locating alternate care.

**Illness Criteria for Denial of Service:** Children or youth that appear to be ill may be denied admission based on the following symptoms:

- Temperature more than 100.5 °F axillary for children under three months of age and more than 101°F axillary for children over three months of age
- Persistent coughing (lasting more than one week) or a cough that interferes with activity.
- Severe diarrhea – 3 loose, watery stools (not contained by diaper) or any loose stool that contains blood, pus or mucous or is accompanied by fever.

- Vomiting – any episode accompanied by fever, not feeling well, diarrhea, the inability to participate in activities.
- Conjunctivitis (Pinkeye) – Red, water or puffy appearance of eyes with yellow or green discharge.
- Ringworm – flat, spreading ring-shaped lesions.
- Chicken Pox – crops of small blisters that become cloudy and crusted in two to four days.
- Impetigo – red, oozing erosions, capped with a golden yellow crust.
- Scabies – crusty, wavy ridges and tunnels in the webs of fingers, hands, wrists, and trunk.
- Culture proved Strep infections that have not been under treatment for at least 24 hours.
- Symptoms of other contagious diseases such as measles, mumps, hepatitis or Strep infections.
- Head lice – whitish gray clots attached to hair shafts.
- Pinworm infestation.
- Inability to participate in routine program activities.

Please notify the program director if your child or youth has been exposed to or diagnosed with a contagious disease. All parents enrolled in the program will be notified if their child has been exposed to a contagious illness. Children who become ill while in care and are unable to participate will be placed in the isolation area located across from the director's office. A staff member will remain with the child until a parent or guardian arrives to pick the child up.

If notified to pick-up, the parent or parent designee **MUST** pick up the child within 1 hour and arrange for appropriate follow-up. Child will be placed in isolation area (outside of classroom) with staff member, until picked up. Failure to provide current phone number for parents and emergency contacts and/or failure of parents to arrange for pick up within 1 hour may result in exclusion from the program for a length of time to be determined by the Director or Coordinator.

**Minor Health Problems:** Minor injuries will be treated as needed, e.g., washing, Band-Aid or ice pack. Parents will be notified in writing of the injury at the time of pick-up.

**Medical Emergencies:** Children who develop conditions requiring immediate medical treatment – if the parents cannot be reached immediately will be taken to a hospital by ambulance. A representative from CYSS will accompany the child to the hospital and continue to stay with the child until a parent arrives. CYSS personnel will contact the parents who **MUST** meet the child at the hospital.

Conditions that require immediate medical care, but are not limited to the following:

- Convulsions.
- Marked difficulty in breathing.
- Unconsciousness.
- Laceration (either significant in size or amount of bleeding).
- Injury to an extremity with obvious deformity.

- Head trauma associated with vomiting or altered consciousness.

**Readmissions Following Illness:** Children may be readmitted after treatment has begun, the contagious stage of the illness has passed as defined by the installation Health SOP, and the child is physically able to function in the program setting. Children may return to programs only if they are well enough to participate in usual daily activities and the following conditions exist:

- Fever has been absent for 24 hours without the use of fever reducing medication.
- Nausea, vomiting or diarrhea has subsided for 24 hours.
- The appropriate number of doses of antibiotics has been given over a 24"hr period for known strep or other bacterial infections, and the physician has approved readmission.
- Chickenpox lesions are crusted, usually 5"6 days from onset.
- Scabies are under treatment.
- Lice are under treatment and show no evidence of nits or live lice.
- Pinworms have been under treatment for 24 hours.
- Ringworm lesions are healed or covered.
- Lesions from impetigo are no longer weeping.
- Conjunctivitis (pink eye) has diminished to the point where there is no longer a discharge from the eyes.
- The child has completed the contagious stages of the illness.
- The child does not require additional CYSS staff to care for him/her.
- Children still in diapers with positive cultures for salmonella will not be readmitted until two stool cultures at least 24 hours apart are negative.
- Older children (toilet trained) shedding salmonella may be readmitted providing there is strict adherence to hand washing policies by care providers and children following use of the toilet.

\*NOTE: Time frames (i.e., 24 hours) start at the time the child is picked up from care.

**Parent Involvement and Volunteers:** Parents are considered an integral part of CYSS and are encouraged to participate in many aspects of the Programs:

- Observe your child/youth in the program setting. Parents are always welcome in their child's program at any time.
- Have daily contact with your child's teacher or FCC provider.
- Serve as a CYSS volunteer.
- Enroll in the Parent Participation Program.
- Attend special programs offered in CYSS programs.
- Participate in parent conferences, surveys, and educational workshops.

**Parent Conferences:** Parents and teachers meet together during, parent conferences, to review progress and evidence of the child's growth and development. Information is shared with Families on

a daily basis, in person as well as telephonically. Semiannual conferences are held during the year. During this time children, Families and their primary teacher discuss developmental progress.

### **Information Center**

An information center is located in each CYSS facility. A monthly calendar, Parent Handbook, food menus, room schedules, and other pertinent information are also available.

**Family Advisory Board (FAB):** Parents can provide input concerning administrative policies and developmental programming by participating in FAB. CYSS has a FAB that consists of Program Administrators, parents, management staff, and caregivers/providers and meets quarterly. Contact your program's director for additional information if you are interested in participating in the FAB.

**Parent Participation Volunteers:** As parents, you have been responsible for the early teaching of your child. Although your child is involved in a CYSS program, you are still the most important teacher in your child's life. Below are some ways you can help your child and share your expertise with other children in the programs and receive valuable monthly discounts or you can check with your program director for more Parent Participation activities:

- Read stories.
- Help with art/craft projects.
- Help children start collections and share collections that you have started.
- Promote good health and safety habits.
- Share Family activity ideas and experiences.
- Share special talents with children.

The Parent Participation Program offers discounts based on participation points. 10 points equal 10% off your CDC or SAS fees. Contact your program's director if you would like to participate/enroll in CYSS's Parent Participation program.

**Infant Policy:** Infants are always placed in separate cribs except during fire evacuations. Infants should sleep on their backs, by Preventive Medicine recommendations. Doctors and nurses now believe that fewer babies will die of sudden Infant Death Syndrome (SIDS) if they sleep on their backs. Most babies should sleep on their backs; however, a few babies have health conditions requiring them to sleep on their tummies.

If an infant has a medical condition that prevents the "back to sleep" position, the parent will need to provide a physician's written, signed instructions for appropriate sleep positions. The Infant Sleep Position Agreement and any exceptions will be attached to the infant's registration paperwork and provided to the center or FCC provider. Centers will maintain the signed agreement in the infant's room and the central registration file. Infant formula brands not used by the CDCs or FCC providers and disposable diapers are provided by the parent. Diapers are changed as necessary according to the health standards that must be maintained. The parent will supply the CDC with an adequate number

of diapers and a change of clothing and pre moistened disposable towelettes (if desired). If cloth diapers are required, parents will provide diapers, which must have an absorbent inner lining completely contained within an outer covering made of waterproof materials. Parents will also supply a tightly covered receptacle, a clean plastic liner for the receptacle daily and an adequate supply of plastic bags (for soiled diaper). Parents should notify the director and caregiver of any special needs (prescribed medicines, etc.) about diapering. Diaper changing information will be filled out on a daily basis by caregivers on the Daily Infant Care Record (as applicable). Diaper ointments and rash treatments will be administered by Administration of Medication and Basic Care Items

**Children with Special Needs:** Child/Youth services will be provided for child/youth with special needs when the need of the particular child/youth can be reasonably accommodated. However, child/youth placement will not occur if resources that enable the child/youth to function successfully within CYSS programs are not available. Special Needs Care is determined on a case by case basis. Parents are responsible for informing the Parent Central clerk of any special needs, health conditions, and medications or services their child/youth may be receiving. Parents must complete an Army CYSS Health Screening Tool at CYSS Outreach Services Central Enrollment Registry. Additional CYSS forms and health provider documentation may be required based on the child or youth's need. CYSS services will not be authorized before the SNAP teams review.

**Multidisciplinary Inclusion Assessment Team (MIAT):** A MIAT includes an appointment with a multidisciplinary team of professionals who meet with parents to determine and make the final decision on the safest, least restrictive and most appropriate placement for children and youth in CYSS programs. The team will address the placement of the child/youth with consideration of developmentally appropriate environments, adult/child ratios, group size, health and safety requirements and any necessary program adaptations.

The developmental, physical, emotional and chronological age of the child will be considered when determining placement. The developmental age of the child, based upon medical evaluation, may be used for determining placement instead of the chronological age in some situations. The MIAT team consists of the installation Exceptional Family Member Program (EFMP) manager, CYSS Chief or representative, CYSS Outreach Services Director, Army Public Health Nurse (APHN), parent/guardian and may include CYSS program directors and other installation representatives, as appropriate. The purpose of the MIAT is to work with the parent as a communication link with all agencies and serve as an advocate for the child, making recommendations for appropriate placement within the CYSS programs and conduct an annual periodic review of the child/youth individual care plans or as requested by CYSS. The team meets on a regular basis and may convene on an as needed basis for emergencies.

Documentation (As Applicable to Individual to Child) Required for MIAT:

- Medical documentation – To be updated as necessary
- Allergy Medical Action Plan- To be updated annually
- Asthma Medical Action Plan-to be updated annually

- Diabetes Medical Action Plan-to be updated annually
- Seizure Medical Action Plan-To be updated annually
- Respiratory Medical Action Plan-To be updated annually
- Special Diet Statement-to be updated as necessary
- IFSP (birth to 3 years of age)
- IDP/IEP
- 504 Plan
- Positive Behavior Intervention Plan

**Medical Action Plan (MAP):** If required, when you enroll your child at Parent Central for a CYSS program, you will receive a medical action plan (MAP) form. The parents will need their child's medical provider to complete the MAP, stating the specific needs of the child (e.g., physical or mental limitations, degree of mobility, requirements for continual medications, present degree of control of disorder, developmental level, special equipment in use and /or recommended, food allergy substitutions, appropriateness of attendance at CYSS facilities, other considerations as indicated). This form must be completed by a licensed medical provider, and the parent will deliver the form to CER, building 404 Sterling Avenue. The APHN will review the MAP form and contact the EFMP office. The EFMP office will set up a SNAP meeting for those children requiring review by the team. The map must be in place before program start date and updated annually.

### **Staff Qualification and Training**

Employment eligibility requirements for CYSS staff vary with the level of each position. The minimum qualifications for an entry-level teacher is to be 18 years of age, have a high school diploma or equivalent, be able to speak, read and write English and be able to lift 40 pounds. All teachers must complete a minimum of eight orientation training units before working with children or youth. They are also required to have 16 clock hours supervised work experience with the children/ youth and an assigned experienced mentor/teacher before their first official duty assignment.

Following initial training, each employee is required to complete a minimum of 2 hours of training per month and to complete the 13 Army CYSS training modules within 18 months of initial employment.

Everyone directly working with children is encouraged to earn the Child Development Associate Credential, Military School-Age Credential, Army Youth Practicum or Family Child Care Certification, which is part of a nationally recognized system of continuing education sponsored by the National Academy of Early Childhood Programs, The National School Age Care Association and the National Association of Family Child Care providers respectively. CYSS support staff, to include cooks, clerks, trainers and management personnel, have a prescribed training agenda tailored to meet the requirements of their positions. The overall program goal of quality service to children & youth cannot be achieved without trained teachers and support staff. There are many people in our centers

involved in providing comprehensive care for your children. We like to think of our staff members as part of one team, one family of people interested in all the children & youth's welfare. In order to function as a team, we routinely share information about children/youth, families and program content with each other. The information is shared to provide a consistent and individualized program for each child and family. However, confidentiality of children's records is maintained. CYSS emphasizes a multi-disciplinary team approach to childcare. Personnel meets to discuss the program and children to be certain that the best service is provided for each child. We want to include parents in the planning, too. Please get to know the staff and become involved through parent meetings and conferences, our Advisory Boards and other program activities.

**Touch Policy:** The installation CYSS touch policy applies to all CYSS settings. The policy has been coordinated with Army Community Services (ACS), the Family Advocacy Program Manager (FAPM), Department of Social Work (DSW) and Staff Judge Advocate (SJA). All CYSS personnel will review and sign the policy during orientation training and annually after that. The policy is available in written form for CYSS parents. The CYSS Touch Policy addresses appropriate versus inappropriate touching.

#### **Appropriate Touch Involves:**

- Recognition that physical contact is an important part of nurturing and guiding children/youth.
- Adult respect for personal privacy and personal space of children/youth.
- Having the permission of the child/youth to be touched as well as an advance description of the nature of the touch.
- Responses affecting the safety and well-being of the child (e.g., holding hands when crossing the street; holding the child gently but firmly during a temper tantrum, assisting child/youth after an injury).
- Role modeling of appropriate touch by teaching staff and always being part of an open interaction (not taking place in secret)

#### **Examples Appropriate Touch Involves:**

- Hugs and holding hands (ages ten and under) and lap sitting (ages six and under only) as expressions of affection to build self-esteem or when the child needs to be comforted.
- Hugs that are spontaneous during competitions or initiated by the child/youth.
- Reassuring touch on the shoulder to show approval or provide support.
- Naptime back rubs to relax a tense child (kindergarten age and younger only).
- Assistance in toileting for young children when child cannot cope on his/her own.
- Assistance for application of basic care items – sunscreen (ages six and under), diaper ointment.



- When helping a child/youth with a disability participate in an activity or with toileting or dressing, maintain a professional, sensitive, matter of fact manner. This communicates acceptance of and respect for the disabled child/youth.

**Inappropriate Touch Involves:**

- Coercion (physical or emotional) or other forms of exploitation of the child/youth's lack of knowledge.
- Disregard for the safety and well-being of the child/youth.
- Failure to respect the child/youth's right to personal privacy and space or to refuse touch from an adult.
- Satisfaction of adult needs at the expense of the child/youth.
- Violation of laws against sexual contact between adults and children/youth.
- Attempts to change child/youth's behavior with adult physical force (often applied in anger).
- Reinforcement with children/youth of the concept of "striking out" to respond to a problem.
- Patting on the buttocks – even if meant for approval.

Point of Contact:

CYSS Director 718.630.4475

Outreach Services & Central Registration / SKIES Program 718.630.4805

Child Development Center 718.630.4079

SAS/MST Program 718.630.4123

Sports & Fitness Department 718.630.4713

All information is subject to change. Contact the Parent Central Registration at 718.630.4812