



Parent Handbook

The First Choice for Military Families

US ARMY GARRISON-DETROIT ARSENAL

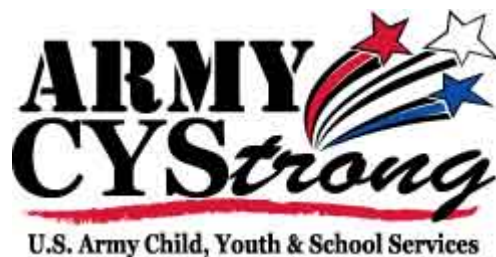


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Welcome



Welcome to the U.S. Army Garrison-Detroit Arsenal Child, Youth & School Services Program. Whether you are enrolling your child or youth for child care, school-age, youth programs, sports, or instructional classes, we are happy to have you in our program and we pledge to do our best to make it a positive experience for you and your child/youth. Our program helps parents balance competing personal and professional demands. Our high-quality programs provide piece of mind so that you can go to work knowing your child/youth 6 weeks to 18 years will have a wonderful day.

In this handbook you will find information on all CYS programs; philosophies, procedures, policies and program descriptions. The more you know about CYS and the staff that provide care to your child/youth, the more we can help assure you they are receiving the best possible service. We invite open communication and a joint effort between our staff and your family to offer the highest quality care possible for your child/youth.

Thank you for entrusting us with the care and development of your child or youth. Remember our door is always open to you and please feel free to contact the Director to answer any questions or concerns.

**** Policies, procedures and/or information found in this handbook are subject change per the discretion of the Child, Youth & School Services management.**

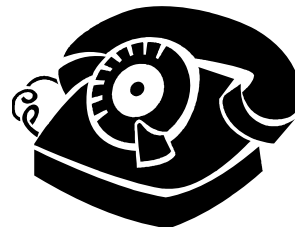
Mission

Our mission is to provide a seamless delivery of quality care and services for eligible children and youth, 6 weeks through 18 years of age, that enhance readiness and well being of the workforce and their families by reducing conflicts between parental responsibilities and their on the job mission requirements.

Philosophy

Our Child and Youth & School Services programs are designed to help your child or youth develop within him/her a positive self-concept that will help them become productive adults. We strive to do this by providing a safe, healthy, and stimulating environment where children and youth feel accepted and respected for being the unique person he or she is. We provide a place where they have opportunities to participate in age appropriate, developmental activities as part of a group or individually that allows for optimal social, emotional, physical, creative, and cognitive growth. We provide a place where they can safely express their feelings without withdrawing, fighting, or giving up their rights. We provide a place where they are free to make choices and then accept the responsibility for the choices they make. We provide character education that will help develop and nurture a spirit of cooperation, creative problem solving, and individual responsibility which will impact positively upon their lives.

Child & Youth Services Directory



CYS Coordinator, Building 239

(586) 753-0290

Child Development Center (CDC), Building 273

- Reception Desk (586) 753-2851 & (586) 574-3010
- CDC Director (586) 574-9123
- Assistant CDC Director (586) 574-9131
- Central Registration (586) 574-9616
- Training Specialist (586) 574-9129
- School Liaison Officer (586) 574-9761
- Outreach Services (586) 574-9122

Youth Sports

- Sports Director (586) 574-9730
- Sports Cancellations/Weather Line (586) 574-9730

Middle School/Teen (MST)

- Youth Services Director (586) 574-9122
- Mt. Clemens Community Schools (586) 719-8648
- Warren Consolidated Community Schools (586) 719-8235

Incident Weather

(586) 574-TANK (7265)

We answer the CDC telephone during all hours of operation. The phone will not give you a busy signal if we are on the phone when you call. The phone automatically switches your call to our voice mail. Please leave a message. We review messages regularly.

** For DSN please use the 786 prefix

Program Operating Hours

*Child Development Center
Building 273
Monday through Friday
0600-1730*



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We are closed on all Federal Holidays, with the addition of the Friday after Thanksgiving, the Friday before President's Day (for staff development) and the Friday before Mother's Day (for provider appreciation). The program may close additional hours or days at the discretion of the Command. These days will be posted at the center in advance for parents to make other child care arrangements.

January	New Year's Day Birthday of Martin Luther King, Jr.
February	Washington's Birthday Staff Development Day
May	Provider's Appreciation Memorial Day
July	Independence Day
September	Labor Day
October	Columbus Day
November	Veteran's Day Thanksgiving Day & Day After
December	Christmas Day

Emergency Closing Policy

In case of an emergency, CYS management staff will determine the safest procedures and/or location for all children/youth. The Chain of Command will be notified for guidance on closing the facility or re-location. Management staff will call all parents/guardians/emergency designees to inform them of the situation, the re-location, and facility/program closure due to an emergency situation. The children's/youth's safety and security are the number one priority for all CYS personnel. CYS Mobilization and Contingency Plan (MAC Plan) is available.

Fees and Payment Policy

The Child Development Center charges a monthly fee that is due at the first of each month prior to services being rendered. The monthly fee may be paid at one time on the first or the payment may be divided into two payments the first due on the first of the month and the second due on the fifteenth of the month.

Topics:

- Guidelines
- Vacation Credit
- Sick Child Credit
- TDY Credit
- Late Pick Up Policy

These fee guidelines are strictly *enforced*.

Fees are based on Total Family Income (TFI) and are calculated utilizing patron LES/pay stubs and/or most current income tax statement.

- Fees may be paid with a check made payable to Morale Welfare Recreation, credit or debit card, money order or cash.
- Fees that are not paid by the 3rd and 17th will be charged a \$5.00 late fee.
- Under no circumstances will accounts receivable be established.
- There will be a process fee for returned checks. Upon receipt of one returned check, patron will no longer be eligible for check writing privileges in any CYS program.
- No post-dated checks will be accepted.
- **Withdrawals** - Patrons are required to provide a two-week written notice in order to terminate services. If a two week notice is not provided, the patron will be responsible for payment for services for the two weeks.
- There is no prorating of fees for illness, holidays or other child absences.
- It is not our policy to intervene with divorce or separated parent's financial arrangements.
- Childcare payments are tax deductible. We will provide by January 30th an annual statement for the previous year's fees for those accounts that are paid in full.
- If families participate in any form of subsidy program (i.e., Family Independence Agency) the family will be responsible for any costs not covered by that program.
- If child care rates increase, you will be given a written notice 30 days prior to change. If a family's fees increase due to an income category change, the change will take at the next billing date.

Failure to pay child care bills can prevent you from registering for classes in other Child, Youth & School Services Programs. Failure to pay fees for child care services will cause termination of services. Any parent who is more than two weeks behind in their fees will receive a two-week termination notice. Accumulated fees are still the responsibility of the parent, regardless if care has been terminated. If fees are not paid in full prior to the termination date, the child will not be allowed to attend the CDC.

NO TUITION REFUNDS WILL BE GIVEN FOR DAYS THE CENTER IS CLOSED. IF THE CDC WILL BE CLOSED FOR SOME REASON WHEN DTA IS OPEN (E.G., WATER MAIN BREAK, POWER FAILURE, ETC.), WE WILL MAKE EVERY ATTEMPT TO PHONE FAMILIES BEFORE THEIR CHILD'S SCHEDULED ARRIVAL TIME, HOWEVER, NO TUITION REFUNDS WILL BE GIVEN FOR THE DAYS THE CENTER IS CLOSED. IF DTA IS CLOSED, THE CDC IS CLOSED.

Vacation Credit

Each child attending a full-time or part-time program for three consecutive months at the center is entitled to two one-week vacations within that same calendar year. Request for credit must be done at the front desk before the child is absent for the vacation week. The child may not be in attendance during the vacation and the account will be credited for five days. Vacation may be taken one week at a time or both weeks may be taken back-to-back. Vacation credits are not non-transferable and unused vacation credits can not be carried over into the next year.

Sick Child Credit

As a courtesy to families with a seriously ill child, parents will not be responsible for payment of an absent child after the first five consecutive days of that same absence due to illness. To qualify, a doctor's note must be presented indicating the child was not able to attend the center due to illness for a period longer than five consecutive weekdays.

TDY Credit

Credit for absences due to a parent's travel for work, can be considered for a reduction of fees. A written request for consideration, a copy of TDY orders and verification of the additional expense for child care must be provided to the CDC Director prior to the parent's travel. All requests will be forwarded to the CYS Coordinator for final approval and determination of reduction.

All other credits can only be approved by the Moral Welfare and Recreation Fund and must be requested in writing.

Late Pick-Up Policy

All children enrolled in the Child Development Center must be picked up by closing time. Late pick-ups are upsetting for children who are waiting to be taken home. The late pick up of a child may affect the staffing ratios. All families enrolled in the CDC will follow the policy for the payment of late fees as described below.

Parents are expected to arrange for a back up person (to include making arrangements at the 11 mile gate) to pick up their child in the event of an emergency. If a parent, or her/his back up person has not arrived by closing time, the following procedures will be followed:

- The site director or staff person in charge and one additional staff member will remain with the child.
- The staff person in charge will try to contact the parent by phone.
- The individuals listed on the child's emergency card will be called and asked to pick up the child.
- If no one can be reached or if the people listed on the emergency card refuse to pick up the child, the staff members will stay with the child at the center for fifteen minutes and continue to call the phone numbers on the child's emergency card.

- If no one has picked up the child fifteen minutes after closing time, the staff members will contact the chain of command to develop a plan, which may include contacting Child Welfare Services or the County Sheriff to pick up the child.
- CYS employees will not transport children in their own vehicle or care for the child in their own home, unless a general liability statement has been completed by the parent and approved by the director.
- All parents who are late will receive a Late Pick-Up notice. A copy will be included in the family enrollment file.
- Administrative staff will document each late pick up in writing and will report the steps taken to CYS Coordinator. The CDC Director will send the parent a letter of warning stating that late pickups are not tolerated. The director will take into consideration if the late pick up was caused by an emergency (i.e., hospitalization, car accident).
- Any parent who receives three late pick-up notices in a three month timeframe will be terminated from the program.
- Late pick-up penalties are charged at the rate of \$1.00 for each minute beyond the center's closing time. This penalty is charged per child. This penalty is not a child care fee and is required of all parents, regardless of the services or subsidies their child receives.

Withdrawal

A two-week written notice must be provided when withdrawing your child from any child and youth services regular program. If a notice of less than two weeks is provided, you are still responsible for payment fourteen calendar days beyond your notice.

Arrival

When your child arrives at the center, he or she must be accompanied by you or another authorized adult (18 years or older). Children may not be dropped off earlier than the center's opening time of 0600. Please allow sufficient time to transition your child and have a conversation with your child's teacher regarding your child's care for the day.

Sign-In

An electronic database is setup at the front desk for you to check your child in and out of our center. It stores arrival and departure times, and the names of people authorized for drop off and pick up.

When you enter the child activity area, you will sign in. You will be asked to provide us with a signature, time in and a current phone number where you can be reached. **We must be able to reach you at any time of the day.** Please relay to the staff any pertinent information about your child with regard to current medications, allergies, or food restrictions. A personalized cubby space will be waiting for your child. If you have not visited the center previously, be sure to ask staff for assistance in storing your child's personal belongings.

What to Bring

To start your child's day off right, consider his or her specific needs and what will make your child feel comfortable in their center environment. Please follow these guidelines.

Clothing:

Children should wear play clothes, as they may be involved in projects that use paint, water, and other materials. For safety reasons, we strongly discourage drawstrings, dangling jewelry, or barrettes and other hair ornaments particularly for younger children. Select comfortable clothes that your child can manage themselves. We discourage overalls, buttons and zippers found in the back of clothes and belts. We encourage rubber soled shoes for your child's safety. We ask that a change of clothing be supplied for your child.

Toys:

The center has a wide variety of toys in each activity room. Children are welcome to bring a blanket, pacifier (infants only), or soft nap time toy. Toys from home often cause conflict, and the

center cannot be responsible for their safekeeping. Please keep in mind that our center does not allow toys that may be dangerous or encourage fighting, such as weapons and action figures. Please check with center staff concerning guidelines for bringing electronic equipment such as games, music players, videos and cell phones.

Diapers:

Please bring enough disposable diapers and wipes for the day. You may wish to bring a package of disposable diapers and wipes to be kept at the center.

Identification:

Please label all clothing and other belongings, such as bottles, and toys, with your child's full name.

Departure

Children will be released only to a parent, guardian or other adult (18 years or older) previously authorized in writing. Staff cannot release children to individuals other than a parent/guardian or the person listed as a *Child Release Designee*. Parents must inform staff ahead of time if the person listed as a *Child Release Designee* will be picking up their child. Staff must check that person's identification upon release. Please verify that alternate people listed as child release designees have accepted the responsibility of picking up your children. Children will not be released to siblings or children under the age of 16. It is essential that parents provide more than release designee in case the first designee is not available during an emergency.

In the event that a parent must send someone other than the person listed as the *Child Release Designee*, a written note indicating whom that person is required with the parent's signature. At pick-up staff will release the child after checking proper identification to match the name given by the parent/guardian.

In the interest of safety, parents/guardians must escort the child from the activity room at pick-up time. Please be advised that the main entrance to the center is also a fire exit. This entrance is always unlocked from the inside. This means that children can let themselves out easily if not carefully monitored. After pick-up and sign out of your child, please be sure to supervise your child (children) until they are secured in your vehicle in the parking lot. When picking up multiple children it is important that all children remain with room. Children must be encouraged to walk while in the center. Running creates a safety hazard. Please allow sufficient time prior to the center's closing time

to speak with your child's teacher about your child's day and pack up your belongings. You must sign your child out by the close of center business hours.

In the event that the parent or designee of the parent arrives to pick up a child and appears to be under the influence of alcohol or any drug, staff will not release the child into the care of the parent or designee. Staff will attempt to contact the other parent or designee. If unable to reach a designee, staff will contact law enforcement or Child Protective Services to pick up the child and take proper action.

Court Orders & Custody

The Child Development Center recognizes in most situations both parents have a legal right to be a part of their child's life. The CDC only denies a parent access to their child only if there is a legal document which addresses that denial.

- ❖ A **certified** copy, with an original signature and certified seal of the current court order, and which states the right or restraints ordered. Must be filed with the Central Registration.
- ❖ We will not accept information regarding the validity of orders over the telephone. Only written instruction will be accepted regarding a court order.
- ❖ Visitation with the non-custodial parent will not be permitted to take place at the center.
- ❖ In the case of divorce or child support matters, sign in and out sheets will only be released by court subpoena. A reasonable length of time (minimum of 10 working days) to process the request must be given as each sign in/out sheet must be blacked out except for the requested child's information, for confidentiality. A processing fee will be added to the family's child care account.

Program Descriptions

We develop programs to make sure we work together with you in creating a caring environment for your child. From the very first moment in a child care program, we assign you and your child a primary program assistant to ensure that your child receives individual attention. The primary program assistant plays a special role and is responsible for your child's prime times: those critical one-to-one moments of caring and play, nurturing and communication. The other staff in the room and many others in the center also will become special people to your child. They will learn just what your child needs from you and the primary program assistant.

Topics:

- Infants & PreToddlers
- Pretoddlers & Toddlers
- Preschoolers
- PreKindergarteners
- Kindergarteners
- Schoolagers
- Middle School & Teen
- Youth Sports
- School Liaison Services
- Outreach Services
- Measure Of Quality

Full Day in the Child Development Center - Developmental care for infants, pretoddlers, toddlers, preschool and pre-kindergarten age child on a regular basis for 5 to 11 hours a day.

Hourly Care in the Child Development Center – Developmental care for children ages 6 weeks to 5 years on a short term, intermittent basis. Call (586) 753- 2851 for availability.

The Child Development Center adheres to a *multi-age grouping* policy. This means that children who are at least one and sometimes two years apart in age are in the same activity room group. Multi-age grouping is intended to optimize what can be learned from interactions within a diverse age group. In this approach, children do mostly individual or small group work in which peer interactions occur. Staff look for ways to enrich the environment as children refine their present skills and move to more advanced developmental levels. Children are allowed to grow at individual rates. Their uniqueness is respected and appreciated because it is understood that everyone is different and learns in a different way. Planning is done according to children’s interest and developmental stage rather than to their age/grade levels. The *Creative Curriculum* is used throughout the 0-5 programs. *Creative Curriculum* is a comprehensive, research-validated, integrated curricula that provides everything our program needs to achieve positive, consistent outcomes for children. Our curriculum rests on a foundation of more than 75 years of scientific research about child development and learning theory that leads to specific instructional strategies based on how young children learn best. The *Creative Curriculum* takes what has been learned from theorists such as Erik Erikson, Jean Piaget, Lev Vygotsky, and Howard Gardner, as well as recent research studies about language, literacy and math development. The Child Development staff are skilled observers of children and knowledgeable about what is needed to enhance their development at any age. Skill in planning and managing schedules and equipment/materials as well as the ability to operate in a team-teaching situation is a must in the multi-age environment.

The Child Development Center offers the following multiage class settings:

- Infant/Pretoddler Activity room – 6 weeks through 18 months
- Pretoddler/Toddler Activity room – 18 months through 2 years 11 months
- Preschool Activity room – 2 years 6 months through 4 years
- Pre-Kindergarten/Kindergarten Activity rooms – 4 years (by Dec. 1) through 5 years

Infants & PreToddler

Ages: 6 weeks to 12 months
Ratio 1 program assistant to 4 infants
Ages: 12 months to 18 months
Ratio 1 program assistant to 5 pretoddlers

We coo, cuddle, rock, sing and bond with your baby. Our specially designed infant care rooms are places where babies feel safe, secure and happy. Personal cribs, separate areas for changing and feeding are different ways to ensure the health and safety of your child. Through simple games like peek-a-boo, our loving staff begin the foundational work for later learning and help infants develop motor skills. But we never forget that you are your child’s most important teacher, so we’ll work with you, give you daily reports and offer tips on how to reinforce what your child learns in his/her time with us.

Infants are unique and have their own patterns for play, feeding and sleeping. We use these patterns as our guide to introduce daily activities that will prepare your infant for life. Your written instructions are always helpful; we have forms available for this purpose. Our highly trained staff offers a nurturing and creative environment for infants to develop their bodies and minds. We are committed to making this first transition away from home easy and natural for you and your child.

Infants are held for all feedings, until they are ready to be fed in a high chair. Each child is held, rocked and given opportunities for play daily. Individualized planned play activities develop large and small muscles and encourage speech and language development.

Parents are asked to provide the following items (those that apply) on a daily basis:

- ❖ Sterilized plastic bottles with caps or prepared formula in sterilized plastic bottles with caps
 - Labeled with child's name and current date
 - Provide one sterilized bottle per feeding
- ❖ Unopened baby food and cereal
 - Labeled with child's name and current date
- ❖ Change of clothing (at least one)
 - Including undershirt, socks, and outerwear
- ❖ Supply of disposable diapers and wipes

Children's diapers are checked every 60 minutes (or more often if necessary) and changed if wet or soiled. Please bring your child to the center clean and dry. Thank you.

PreToddler & Toddler

***Ages: 18 months to 24 months
Ratio 1 program assistant to 5 infants
Ages: 24 months to 36 months
Ratio 1 program assistant to 7 pretoddlers***

It is a whole new world when babies take to their feet. They walk, they talk, and they begin to develop relationships with each other. Your toddler has so many things he or she wants to see and do, and we'll be there to guide your child every step of the way. Toddlers learn through sensory experiences that enhance their cognitive, language, motor and social skills. They turn ideas into words and phrases to better express themselves, and practice the value of sharing and cooperating through group play. Children at this stage start to develop friendships and gain confidence as they use their words and thoughts to interact with others. It is important for children to express themselves creatively; we encourage all children to develop their unique skills and interests. Twos are exploding in their power to communicate, to move purposely, and to assert their independence and individuality.

Children moving into the pretoddlers and toddler rooms will be prepared for activities in a small group. For safety reasons, items including high chairs, pacifiers, and bottles will not be used. Child will be on the same eating and napping schedule. Toilet training will occur in a manner and time frame consistent

the child's developmental readiness and parental wishes. For more information on toilet training ask the staff for a copy of our Standard Operating Procedure (SOP).

Limits and behavioral guidelines will be established within the activity space. Children participate in activities such as art, music, exercise and free play. Activities are designed to provide opportunities for:

- ❖ Developing speech and language skills
- ❖ Increasing attention span
- ❖ Developing large and small muscles and coordination
- ❖ Independent functioning through self-help skills

Outdoor play is an important part of your child's day. Children must be dressed for the current weather conditions. All children will go outside. Special arrangements cannot be made for your child to stay indoors.

All children rest on mats from 11:45 a.m. to 2:00 p.m. A special blanket or soft toy may be kept in the child's cubby for use during rest time only. No other toys can be brought into the center. Each child leaves with a daily experience sheet recording the day's activities.

As parents, you deserve to know everything that happens while your child is in our care. We make great effort to ensure that you are always in the know. We love to tell you about and show you, your child's experiences through daily communications, both written and orally as well as through the photographic displays around the room. To make sure you are provided with this information, daily written notes will be provided that outline your child's day. The written notes will reflect your child's accomplishments for that day. Phone calls, conferences, and e-mails may also be part our daily communication with you.

Preschool

***Ages: 3 years to 4 years
Potty Trained
Ratio 1 program assistant to 10 preschoolers***

Preschool children are exploding with expanding interests. At this age, they begin to investigate the workings of a widening world and experiment with their emerging use of language. Activities and schedules will be planned to promote cooperative play, positive peer relationships, understanding of others' needs and the ability to handle and express feelings in an acceptable manner.

Equipment, activities and space will be provided to promote perceptual and motor coordination and the development of small and large muscles. Activities and materials will be provided to stimulate interest in readiness concepts such as size, shape, color, letters, and numbers. Formal instruction in reading and writing is not appropriate for most preschool children. Opportunities will be provided to note relationships, problem solve, and develop language. A number of field trips are taken throughout the year to enhance our developmental program. Outdoor play is provided for children on a daily basis. Children must be dressed for the current weather conditions.

All children rest on mats from 12:00 p.m. to 2:00 p.m. Quiet individual activities which do not disturb sleeping children will be allowed for children not napping. A special blanket or soft toy may be kept in the child's cubby for use during rest time only. No other toys can be brought into the center except on designated special days. Each child leaves with a daily experience sheet recording the day's activities.

PreKindergarten

*Ages: 4 years (by 1 Dec) to 5 years
Ratio 1 program assistant to
10 PreKindergarteners*

PreKindergarten is a critical time for children as they begin the adventure of a lifetime of learning. Every day your child is learning and doing more, which is why our PreKindergarten program is designed to challenge your child.

Our caring, experienced program assistants are dedicated to providing a rich, nurturing environment that will prepare your child for kindergarten. We promote independence in an organized atmosphere, as it is increasingly important for children to be their own thinkers. We also teach children to work well within a group through listening, sharing and cooperation.

Our practices are in concert with the local schools that the children will be attending. At the same time, the curriculum builds off the child's knowledge base and skills, learning style, and interests. There is a clear emphasis on the development of strong language, math, and science skills. Important "school skills" of listening carefully, following through on a sequence of tasks, and working cooperatively are reinforced.

All children rest on mats from 12:00 p.m. to 2:00 p.m. Quiet individual activities which do not disturb sleeping children will be allowed for children not napping. A special blanket or soft toy may be kept in the child's cubby for use during rest time only. No other toys can be brought into the center except on designated special days. Each child leaves with a daily experience sheet recording the day's activities.

Kindergarten

*Ages: 5 years (by 1 Dec) to 6 years
Ratio 1 program assistant to
12 Kindergarteners*

The kindergarten program will be offered as a supplement to a community school kindergarten program for those children needing full day care or before and after school care. A range of activity choices including art, music, movement, drama and cooking will be available that allow a change of pace between elementary school and our program. Meals and snacks will be served before and after school. Please notify the desk if your child will be attending when there is no school.

School-Age Services (SAS)



*Ages: 6 years to 10 years
Ratio 1 program assistant to
15 Schoolagers*

School-age children can enroll in before- and after-school care, back-up care for school holidays and school closing days, and full day summer camp programs for children up to age 10 (first grade through fifth). School-age children in child care need the opportunity to live and learn in a relaxed, “un-school like” setting in an effort to promote character values while reducing conflicts with parental responsibilities.

SAS programs offer a variety of services, such as regular care for working families, hourly for those needing occasional care and open recreation for families who do not need care but want their children to have enrichment opportunities during out-of-school time. There is no difference in the quality of the programs.

SAS offers a relaxed, balanced program with time to play and learn with friends, finish homework in our homework lab, and let off steam in our multi purpose room. SAS recognizes the growing physical, intellectual, and social competence of school-age children. Eager to explore the social world and discover how the adult world works, 6- to 10-year-olds thrive on challenges, friendships, clubs, and responsibility. They want to make things, build things, act out new dramatic possibilities, explore computers in our computer lab and books, construct imaginary worlds with dolls or Legos® and, most importantly, not be treated like “little kids.” They want to discover who they are and pursue their interests. SAS reinforces their drive to learn with new challenges and opportunities to get out into the world.

❖ Regular Care

- Before and After – 0600 to bus pick up and bus drop off to 1730 Monday – Friday
 - Before Only – 0600 to bus pick up Monday – Friday
 - After Only - Bus drop off to 1730 Monday – Friday
 - School out days to include half days, school holidays and snow days – 0600 to 1730
- *** Only on days that DTA is not closed.
- Open Recreation – Available through the Middle School and Teen program call for more information, (586) 574-9122

❖ Occasional Care

- Hourly Care – This option is for families who need care on intermittent basis. ***Must call for reservations at least 24 hours in advance.***

Youth registered for SAS or MST, are entitled to 6 free hrs per month. These hours can be used for both hourly and open recreation. For families who use regular child care, hours are included when fees were established.



❖ **Summer Programs** - The summer camp program, offers a wealth of enrichment activities such as sports, field trips, computer explorations, and theater workshops. You may find school-age children creating a magazine or a video, playing chess or shooting hoops, tutoring each other or forming a club. SAS staff are there alongside the children, facilitating, guiding, and illustrating that learning does not have to take on the tone and texture of a traditional school day.

All SAS programs are centered on the Army's four core service areas:

-  **Health, Fitness and Nutrition**
-  **Arts, Recreation and Leisure**
-  **Academic Support**
-  **Mentoring**

- Full day – 0600 – 1730 Monday through Friday
- Specialty Camps – Weekly themed camps (sign up for individual weeks)
 - All Sports Camp 1 & 2
 - Technology Camp
 - Theatre Camp
 - Arts & Crafts
 - Science

The Army SAS has a partnership agreement with the following organizations:

-  4H- All children may register with 4H with no additional costs. Children registered for SAS 4H are also registered for all Macomb County, Michigan, and National 4H programs.
-  Boys and Girls Club of America (BGCA) – Developing many programs and partnerships with businesses and corporations to offer children a wide variety of programs. With the support of companies such as Nike, Taco Bell, JC Penney and others, BGCA is able to offer programs which support our four core service areas.

Character Building – A number of programs are offered to support building strong characters. Character Cubs is designed for our youngest children. Character Counts is designed for older youth. These programs are built on the six pillars of character: trustworthiness, respect, responsibility, fairness, caring and citizenship.



Middle School and Teen Services

Youth Service's goal is to provide a safe, healthy environment with programs that promote the well-being of youth. We strive to assist youth in acquiring the knowledge, skills and character that will enable them to become independent, productive, and contributive members of society. We enable soldiers, and civilians to focus on the Military Mission by providing programs and services that create a sense of family and well-being. Currently MST programs are held at the following partnership schools; Mt. Clemens Community School and Warren Consolidated Community Schools.

Youth must be authorized users between 6th grade thru 12th grade, registered in CYS through Central Registration Office. Youth services members must be prepared to sign-in and sign-out and present their CYS Photo ID card (if applicable) in order to participate in youth activities.

Youth Services is comprised of:

- ❖ Middle School and Teen programming to reduce the potential for at risk behaviors in children 12 to 18 years old when they are not in school.
- ❖ Skills, Citizenship, & Leadership Programs
- ❖ Clubs & Activities include:
 - Art Club
 - Cooking Club
 - 4-H Club
 - Photo Club
 - Theater Club
 - Promise Passport Volunteer Program
 - Torch Club (ages 11-13)
 - Computer Lab
 - YZC Club (Teen Council)
 - Seminars
 - Open Gym
 - Boys and Girls Club of America
 - The Keystone Club
 - Character Education
 - Goals for Graduation
 - Teen Discovery
 - Workforce Preparation

Youth Sports

The Child and Youth Sports program is dedicated to providing professionally managed programs and a wide range of opportunities that meet the developmental, education, leisure, recreational, physical and social needs of our children and youth. The program enhances the skills and education of athletes through a positive, healthy, and fun environment. Team Sports in a non-competitive program that emphasizes skill development.

Community needs are met through a variety of activities and programs to include: motor skill development, sports clinics, sports clubs, fitness & nutrition activities, mentoring programs and weekly sports & fitness days.

Through continuing and future partnerships with outside communities our program will continue to grow and accommodate the needs of our military and community families. In addition, we have received youth sports grants to help improve our participation numbers and activities.

The Youth Sports & Fitness Program offers a variety of team sports and individual sports.

- ❖ Team Sports
 - Basketball
 - Soccer
 - Baseball/T-ball
 - Flag Football
- ❖ Individual Sports
 - Outreach
 - Fitness & Health

There are many opportunities for volunteering within our Youth Sports programs. Volunteer Coaches are certified through the National Alliance for Youth Sports and have undergone a series of background clearances.

Youth interested in participating in any of the sports programs must be registered with Child And Youth Services and must have a current health assessment (within one year) before starting.

School Liaison Services

The Army has designated the School Liaison Officer (SLO) as the “point person” for facilitating the delivery of quality school transition and education support services and to help parents ease the impact of the mobile military lifestyle on the academic success of military children. In addition the SLO serves as the primary advisor and subject matter expert to the Commander on the matter relating to schools, youth education issues, and School Liaison Services (SLS).

Responsibilities

- ❖ Operation, and oversight of CYS SLS
- ❖ Youth Education Liaison Services
- ❖ CYS Instructional Program
- ❖ Initiate and maintain partnerships with schools and private sector youth serving organizations
- ❖ Provide programs and services that help ensure a “level playing field” for Army youth transitioning among installations and school systems.
- ❖ Coordinate CYS Instructional programs

Army Homes Off Post (HOP)

(Ages 4 weeks - 12 years) Army Family Child Care Homes (FCC) are available both on and off post from trained childcare providers that work as independent contractors for CYS Services. Homes provide full-day, part-day and hourly care for children in a home environment where children can develop motor, cognitive, social and emotional skills through a balance of exploration and planned curriculum. Learning activities are designed to support the natural development of children and include individual and small group experiences.

Only the best qualified applicants are selected to become HOP providers:

- ◆ Both home and provider are Army Certified
- ◆ Initial certification process includes
 - Background screening
 - In-home family interview
 - Program planning
 - Pre-certification home visits (at least one unannounced)
 - Professional early childhood training
 - Certified in CPR/First Aid, Child Abuse, Medication Administration, Communicable Diseases, Food and Nutrition
- ◆ Clearly defined procedures are equivalent to that of the CDC
 - Standards are established
 - Professional staff oversee provider/home
 - Children are placed through Central Registration
 - Infrastructure supports successful caregiving

Outreach Services

Outreach services programs provide common support services for existing Child and Youth Services, community and parent services, and care and supervision options. The following services are available:

- ❖ Central Registration and Referral
 - We serve as the one-stop registration office. All CYS programs – from infant child care to teen after school programs, as well as instructional classes to sports, require an annual registration. We work on a walk-in basis, with each registration taking approximately 30 minutes. Our office also provides referrals for other programs within our community. When spaces are full in our programs, the Central Registration maintains a waiting list along with a projected care list (unborn children, children/youth transferring to the installation).

- ❖ Army In/Out Processing
 - All soldiers with accompanying children will IN and OUT Process through Child and Youth Services and or the School Liaison Officer.
- ❖ Babysitter Referral List and Training
 - A referral list of trained babysitters who can provide short term child care in your home is available at the Central Registration Office. All babysitters must have completed a viable course and must be at a minimum of 13 years to be placed on the list.
 - Child, Youth & School Services is an Official Safe Sitter Site. Safe Sitter classes are offered periodically for youth 12 and older. For more information on classes and to register contact the Central Registration office.
- ❖ Parent Education
 - Parent Education workshops are scheduled throughout the year and focus on a variety of topics that are of interest to parents. If you have a specific topic you would like to see as a workshop please let us know.
- ❖ Parent Advisory Council (PAC)
 - Advisory board that is comprised of parents, CYS staff, and community members that meet on a monthly basis. The purpose of this group is to work together as a team for continued improvement of CYS programs. All parents are strongly encouraged to join, and or attend the PAC meetings.
- ❖ Special Events
 - Throughout the year CYS sponsors special events for the children, youth, the families, and community. Many of these events occur on a yearly basis, such as Month of Military Child, Light's On After School, Summer Fun Fest/National Kids Day, Holiday Extravaganza to name a few. Information on all CYS events may be found at all CYS programs, throughout community publications.
- ❖ Volunteer Services Short Term Alternative Child Care
 - Volunteers are always needed and appreciated throughout all CYS programs. Volunteers help with sports, camps, administrative duties, and special events. Outreach Services provides training and documents hours for anyone wishing to volunteer in our programs. All volunteers must complete a Volunteer Packet. Packets can be picked up and must be returned to the Central Registration Office in building 273.
 - All volunteer coaches must be certified
 - Teens are able to volunteer to gain experiences that may help them later in life through Promise Passport.
- ❖ Short Term Alternative Child Care
 - In site child care provided by CYS staff to units/organizations for functions where parents remain on site.
 - Family Readiness Groups
 - Unit or Organizations Briefings
 - Religious Functions
 - Spouses Club Meetings and Functions
 - Unit Briefings (deployment, training)
 - Parent Education/Meetings
 - Installation Functions
 - The cost for this service varies based on number of children, staff and number of hours. STACC for Unit Deployment Briefings and Family Support Meetings are free of cost for

the Unit. Staff, equipment and materials are provided by CYS. For more information on STACC, please contact the Outreach Service office at (586) 574-9122.

- ❖ Volunteer Child Care in Unit Setting (VCCUS)
 - Unit volunteers can become certified through CYS to provide free child care to units/organizations for group meetings, and functions.
- ❖ Special Needs
 - Addresses the needs of children and youth with allergies, asthma, developmental delays, educational needs, and or special placement for special care.
- ❖ Special Needs Accommodation Process (SNAP)
 - The SNAP is a multi-disciplinary team established to ensure the most appropriate placement of children/youth with special needs. The team meets to review any new application that indicates any possible special needs and to review concerns regarding already placed children/youth in CYS programs. The group will assist in determining the least restrictive environment for children/youth who require any specialized service in child care and any CYS program. Placement is on an individual basis.
 - The SNAP team represents a partnership that is working to ensure the very best placement for all children/youth accessing CYS. If you have any questions or concerns, please contact the U.S. Army Garrison Detroit Arsenal Exceptional Family Member Manager at (586) 239-5611 or the CYS Outreach Director at (586) 574-9122.

Measure of Quality

The Department of the Army is committed to providing their families the highest quality child care available and expects Army CDC's and SAS programs to achieve this benchmark. To assist us in that both programs go through an ongoing accreditation process.



The *National Association for the Education of Young* (NAEYC) is the largest organization of early childhood professionals in the United States. An independent group of specialist and educators, NAEYC set child care standards of excellence in the areas of health, safety, staff qualifications, activity room environments, learning programs, and children's activities. With more than 90,000 members, NAEYC provides distinguished leadership in the field of child care and early childhood education. Once the CDC meets prescribed quality criteria can be accredited by NAEYC. Accreditation through NAEYC requires a long-term commitment to meeting strict quality standards. It's part of our ongoing commitment to provide quality child for our children and their families. For more information about the NAEYC visit [National Association for the Education of Young Children](http://www.naeyc.org), www.naeyc.org.



SAS programs are nationally accredited by the *National AfterSchool Alliance* (NAA). This accreditation assures parents of a commitment to responsive and loving care, trained and competent staff, a safe and healthy environment and consistent program improvement and quality. For more information about NAA visit [National AfterSchool Association](http://www.naaweb.org) www.naaweb.org.

Certification Rates:
***100%** of the
Army's Child, Youth &
School Services
programs are DoD
certified

- When an age group has reached its room capacity, a waiting list will be established. Children will be placed in a vacancy following the above mentioned priorities. Questions concerning waiting lists should be addressed to Central Enrollment Registry at (586) 574-9616.
- **One-Stop Registration for all CYS Patrons**
- All children/youth must be currently registered with CYS prior to enrolling in a CYS offered program. Completing all required paperwork on each child ensures that we have all the needed information to provide safe quality care for each child/youth. Parents and CYS staff has a joint responsibility in seeing that each child/youth is current on their registration. Parents must enroll each child/youth, update information as necessary, annually re-register and update forms in the Central Registration office. Registration is good for 1 year, and is transferable from installation to installation (Department of the Army), with proof of registration card. The registration process should take between thirty to forty-five minutes.

- **Registration Process**

- **What you need to bring with you**

- Current Immunization Record for each child/youth, birth to age 10
- Names, addresses, and current phone number of at least two local people to name as emergency designees. This cannot be a parent or guardian. If you are new to the area and do not know anyone, we suggest you use a co-worker or your chain of command.
- Most recent LES or Pay Stub for each working parent.

- NO CHILD/YOUTH WILL BE REGISTERED UNLESS ALL REQUIRED PAPERWORK IS COMPLETE AND IMMUNIZATIONS CURRENT. CHILDREN/YOUTH WILL NOT BE ABLE TO USE CYS PROGRAMS UNTIL REGISTRATION IS COMPLETE.

All families are required to fill out the [Special Needs Health Screening Tool](#) form (PDF 36KB). Complete one form per child and bring it to the Central Enrollment office at registration. If it is determined that your child has a special need, the Central Enrollment office will set up a SNAP meeting. All forms are available on line. Once you have assembled everything call the Central Registration office, (586) 574-9616, to make an appointment to complete the registration process.

Special Needs Children: CYS has a Special Needs Accommodation Process (SNAP) in place at each Garrison. If your child suffers, for example, from allergies or Attention Deficit Disorder, or has been diagnosed with a physical or psychological condition, this accommodation process brings together child care professionals, physicians and counselors to determine how CYS can best meet the needs of your child.

Orientation

Parent orientations are provided to all new families enrolling in the Child Development Center. Orientations are to be held prior to child's first day at the CDC. These meetings are held to provide parents with an opportunity to familiarize themselves with the policies, procedures of the center as well as an opportunity to the staff that will be caring for your child.

Health Policy

We recognize that children in child care centers are exposed to contagious illnesses. Caring for ill children is beyond the scope of our services as a child care facility. Your child must be kept home if she/he has a contagious illness or infection, or is not feeling well enough to participate fully in the child care program. The staff has the authority to send a child home based on her/his assessment of the child's health. We recognize that it is difficult, but important, for you to arrange alternative child care when your child cannot attend the CDC prior to any illness your child may develop.

The staff makes an assessment of each child each day to determine if the child is well enough to attend the CDC. You must take your child home if the staff determines that the child is not well enough to participate that day. If your child becomes ill during the day, we will contact you. You are required to pick up your child promptly after receiving notification. Your child may be isolated from the other children while waiting for you or your designee to arrive.

We make every effort to prevent the spread of illness at the CDC. Staff and children wash their hands regularly. We wash toys, tables and chairs regularly. We cover all open wounds with bandages. Staff wear disposable latex gloves when in contact with bodily fluids or secretions.

We request that you keep your child home if she/he has:

- ◆ Temperature 101 degrees or greater
- ◆ Undiagnosed rash, or open oozing sores, or blisters
- ◆ Diarrhea – frequent, loose, watery stool; three or more within eight hours.
- ◆ Upset stomach, vomiting
- ◆ Sore or running eyes, conjunctivitis (pink eye) – red watery eyes with a thick yellow discharge
- ◆ Is in the late incubation stage of a contagious disease
- ◆ Is overly tired or emotionally upset, inability to participate in daily activities
- ◆ Signs of the following contagious and/or infectious illnesses that include but are not limited to impetigo, scabies, ringworm, chicken pox, head lice/nits, culture proven strep infections, measles, mumps, hepatitis, pinworm
- ◆ For further information regarding exclusions due to illness, please contact the Community Health Nurse at (586) 574-5771

CYS will provide a sick child letter to the child's/youth's parent informing them of the signs of illness noted and when the child/youth may return. If your child has had a serious illness or injury, the CDC may request a release from your physician stating that the child is well enough to return and participate in an active child care program. If your child has one of the following specific illness/infections, they may return to the CDC as outlined below:

- ◆ **Fever** has been absent for 24 hours
- ◆ **Nausea** vomiting or diarrhea has stopped for 24 hours
- ◆ **Antibiotic:** The appropriate number of doses has been given over a 24 hour period for known strep or other bacterial infection.

- ◆ **Chicken Pox:** One week after rash first appears if all remaining spots are crusted, no blisters
- ◆ **Ringworm:** Under treatment and physician's note. The lesions must be covered. If lesions cannot be covered, child/youth will not be admitted until lesion has shrunk.
- ◆ **Conjunctivitis (Pink Eye):** 24 hours after treatment with antibiotic eye drops has begun and eyes are clear and without discharge.
- ◆ **Impetigo:** Twenty-four hours after treatment has begun and area is crusted and dry.
- ◆ **Rashes:** After physician's release or when rash is gone.
- ◆ **Bacterial Infections (Strep throat, ear infections, etc.):** Twenty-four hours after treatment with antibiotics has begun.
- ◆ **Lice:** Under treatment, a physician's note and home environment is treated.
- ◆ **Scabies:** Is under treatment, physician's note and home environment is treated.
- ◆ **Pin Worms:** Forty-eight hours after treatment has begun, physicians note and home environment is treated.
- ◆ **Contagious stage:** The child/youth has completed the contagious stage of the illness and a physician's note.
- ◆ **Participation:** The child/youth is able to participate in the normal daily activities.

We request that you notify us within 24 hours if your child is diagnosed with a contagious illness, infection or parasite.

The CDC wants to keep all families informed of any contagious illnesses to which your child may have been exposed while in attendance. We post notices for all families explaining the name, symptom, incubation period, and any other helpful information about the disease. Your cooperation in this process contributes to the health of all the children and staff at the CDC. Please call the CDC if your child will not be attending the center. This will enable the staff to plan more effectively for the children in attendance.

If your child/youth becomes ill at any of the CYS programs, the parents will be notified and asked to take the child/youth home. In the event of an accident resulting in injury to a child/youth, the CYS staff will perform at a minimum CPR/First Aid treatment. Emergency 4-7117 will be contacted. The parents will be immediately notified. When neither the parents nor the emergency designee can be reached, the CYS representative and program director will act as the responsible adults to ensure the physical well being of the child/youth. An Emergency Standard Operating (SOP) is available at all CYS programs to include programs off post.

Medication Policy

A specifically trained member of the CYS staff will administer medication only to Full Time enrolled children/youth enrolled in any CYS program. Department of the Army (DA) Form 5225-R, CYS Medical Dispensation Record, must be completed by a parent for CYS to administer and record medications given. These forms are available at the front desk of the child development center. Ongoing medications must be updated monthly. Approved antibiotics, antihistamines, and decongestants are the only categories of medicine that can be administered by CYS staff. Other medication may be administered on a case by case basis and after approval from the Community Health Nurse and appropriate training has been give to the CYS staff. Parents must complete a DA Form 5225-R for each medication. All medications must have the following on the label:

- ❖ Name of the child/youth prescribed
- ❖ Doctor's Name and phone number
- ❖ Date
- ❖ Name of Medication
- ❖ Specific dosage and time to be given. MEDICATIONS MARKED "AS NEEDED" WILL NOT BE

- ACCEPTED NOR GIVEN TO THE CHILD/YOUTH.
- ❖ Label affixed to the bottle containing the medication
 - ❖ Medications requiring refrigeration will be isolated within the refrigerator in a separately secured container.

Children/youth must be given oral medications 24 hours by parents before CYS staff may administer dosage for possible allergic reaction. Medication cannot be sealed and unused. AT NO TIME WILL MEDICATIONS BE ADDED TO INFANT FORMULA, FOOD, OR JUICE. In accordance with Medication regulations and SOP **all** medications will be kept in a locked cabinet and out of the reach of children/youth. This includes medications for school age and middle school youth. Youth will not be authorized to keep or store any type of medication/inhalers with personal belongings. Staff will be present for self administering medications.

Over the counter medication will not be administered by CYS staff. Diaper rash ointment, sunscreen, approved bug spray or teething ointments are exceptions that may be applied as a prevention measure. An authorization form must be completed by the parent and approved program management. Please give the medication to the staff before you leave to ensure that the staff understands the dosage and time to administer the medication. Do not store medication in your child's bag/backpack that is left in your child's cubby.

Nutrition Program

The CDC participates in the USDA Child & Adult Care Food Program (CACFP). CYS provides wholesome, healthy foods for your children. All meals meet USDA CACFP guidelines. There are no separate charges for meals. You are required to complete a Child Care Food Program Eligibility and the Racial and Ethnic Data Form required by the Child Care Food Program. All children will participate in the CACFP unless there is a documented medical reason, written documentation must be provided. Monthly menus are available at the CDC. *Parents please not send food in with your child.*

Did You Know...?
that your child care fees are lowered due to reimbursement provided to the Army by its participation in the USDA CACFP? We encourage Families to follow the USDA nutritional guidelines in their homes.

The food program is part of the curriculum and is an opportunity for children to learn concepts in areas such as nutrition, math, science, and language. Children eat family style and encouraged to serve themselves as they are able. Pleasant conversation and good manners integral parts of the meal time experiences.

If your child is at the CDC during snack or meal times she or he will be served the foods as indicated on the posted menu. Breakfast is served at 8:00 a.m. for CDC and SAS children. Lunch is at 11:00 and snack at 2:00. Meals and snacks will be available for 30 minutes. If you will be arriving during a meal time please call ahead to ensure sufficient quantities will available. If your child is going to arrive after meal time, it is your responsibility to ensure your child has been fed.

If your child has a medical disability (i.e. food allergy) which prevents them from eating some or all our foods, we will provide you with medical documentation that is to be completed by a physician (form is available from administrative staff) stating the nature of the medical disability and suggested alternatives to that food. We may be able to accommodate these special food needs, but we may also have to ask for your help in providing some or all the foods.

On special occasions you may wish to bring in a special treat. Anything brought to the center must be store bought and discussed with your child's primary program assistant.

Infant menus are written following USDA CACFP requirements for children 0-3 months, 4-7 months, and 8-11 months. Parents are to complete an infant feeding plan every three months. The center provides Ready to Feed formula, cereal and jarred infant food. Parents must provide one sterilized, empty bottle per feeding labeled with their child's name and date. Parents and staff will discuss the number of empty bottles that must be provided each day. Parents who elect not to use center formula and or food will put their preference in writing on the Infant Feeding Plan form. Instructions on what is to be provided by parents for these children are outlined in the Infant Feeding Plan form. Children who have turned 12 months of age will be transitioned to the center menu and will be fully transitioned by 13 months of age.

In accordance with Federal law and U.S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SE Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Visit the [USDA CACFP](#) site, which provides meal guidelines for infants, children and adults.

Click here to download the [Team Up at Home Team Nutrition Activity Book](#).
(PDF 7.75MB, 40pp)



Safety

In case of emergency, CYS management staff will determine the safest procedures and/or location for the children/youth. The Chain of Command will be notified for guidance on closing the facility or relocation on the children/youth and staff. Management staff will call all parents/guardian/emergency designees to inform them of the situation. The children's/youth's safety and security are the number one priority for all CYS personnel. CYS Mobilization and Contingency Plan (MAC Plan) is available in all CYS programs and facilities.

Parking

The spaces along the front sidewalk of the CDC are for your convenience when you drop off or pick up your child. Please park elsewhere on the installation after you have dropped off your child. Security tickets non-authorized cars parked in this lot. Upon initial registration you will receive a CYS parking pass that you are to place in your vehicle. The pass identifies your vehicle and the amount of time allotted to be parked in the CDC parking lot. The handicap parking spaces are reserved for persons with

a handicap parking permit only. There is **NO PARKING ALLOWED** in the circle driveway in front of the building. This driveway is used as a School Bus Stop.

Family Responsibilities

The staff of the CDC is looking forward to working cooperatively with you to provide an enriching child care experience for your child. You can assist us by assuming the following responsibilities:

- Read this Parent Handbook thoroughly.
- Bring your child to visit the center prior to his/her first day of enrollment.
- Be sure you have submitted all forms required for enrollment prior to your child's first day of enrollment.
- Return your child's medical assessment within 30 days of the first day of enrollment.
- Notify the CDC of an address or phone number change immediately.
- Keep your child's emergency information updated. (Your child will not be released to any person not listed on your emergency form.)
- Sign your child in and out daily with your full legal signature and the exact time.
- Pick up your child promptly at the end of her/his enrolled time. You will incur a late fee if you are late picking up your child.
- Notify the CDC in writing two weeks prior to termination of child care services or a reduction of hours of care.
- Pick your child up promptly when notified that she/he is sick.
- Keep the center informed of current immunizations.
- Dress your child in clothes for vigorous activity and messy projects.
- Provide a complete change of seasonal clothing for your child.
- Provide diapers or pull-ups and baby wipes if your child uses them.
- Put your child's name on all clothing brought to the center.
- Parent(s) must attend a scheduled orientation within the first two weeks of enrollment.

Communicate any concerns you have about your child's development, center program, policies, complaints about the center or staff, legal issues concerning custody, and the dispensing of medication to the Center Director. In her/his absence you may speak to the Assistant Director. Please convey important pieces of information to the CDC regular staff.

Family Involvement

The staff of the CDC believes that you are your child's primary teacher. We want your active involvement in your child's child care program. Parent involvement is one of the most important parts of a successful experience for children/youth as well as a very important part of our programs.

We recognize that each of you will choose different types of involvement. By doing so parent participation points will be received to be used towards a \$25.00 deduction from the cost of your child's care. Credits may be earned for participating in a variety of Child, Youth and School Services activities. Listed below are several ways points may be earned. For other opportunities in earning points, please ask at your child/youth's program.

When vouchers totaling eight credits are earned, they may be redeemed at the first of the month for a \$25.00 discount of the family's monthly tuition payment. Discounts may be applied for the months of November, February, May and August. The number of credits that you may earn is not limited. You may earn as many credits as you would like, but you may only turn in eight (8) for your \$25.00 discount. Multiple discounts may not be taken. It is the parent's responsibility to keep vouchers until they are turned in. They cannot be re-issued if they are lost. If you should leave the program, your earned credits cannot be transferred to another family.

Listed below are several ways you can earn these points:

- **Attend Parent Advisory Committee (PAC) meetings.** A meeting is held regularly to update parents on all Child, Youth and School Services programs, children's activities, and parenting information. Meetings are held on the 3rd Tuesday of every month at Building 273. – **3 points**
- **Attend Child, Youth and School Services Parent Education Classes.** Classes are offered periodically by CYS. Classes are designed to enhance parenting skills, provide new ideas for parent/child/youth interactions and promote networking between parents. – **2 points**
- **Parent-Staff Conferences.** Child, Youth and School Services schedule formal conferences with parents three times a year. These conferences are conducted by your child's Primary Program Assistant. – **2 points**
- **Assist in developing activity room resources.** Help staff put together folder games, books on tape, cooking, and instruction cards, etc. Three completed activities will earn you a credit. – **Total points will vary.**
- **Evaluator for the Installation Child, youth and School Evaluation Team.** Parent serves as a team member for our annual internal inspection. It requires a total of five to ten hours of your time for training, observations, and completion of required forms. – **5 points.**
- **Complete and return a survey.** Child, Youth and School Services authorized surveys are sent out periodically to evaluate the quality of programs and access the needs of the community. Points will be received when the surveys are returned with the specified dates. – **1 to 2 points.**
- **Field Trips.** Child, Youth and School Service sponsors field trips off post, as well as on post. Points may be earned when parents are active participants. Staff will provide a short orientation and specific information for each specific outing. – **1 to 2 points.**
- **Repairs.** Within the Child, youth and School Services programs, there are toys and equipment that are in need of repair. **Points will vary according to the project and time.**

Parent Advisory Council

All parents are invited to attend the Parent Advisory Council (PAC) monthly meetings. The Council is a group of community members serving in an advisory capacity that have the desire to increase their awareness and support of Child, Youth and School Services activities. Being involved in the PAC gives you an opportunity to provide input as to the quality of care your child is receiving and provides the chance for your child/youth to benefit from your involvement. The council typically does not meet during the summer months. Please let Child, Youth and School Services know if you would like to become part of the PAC.

Parent Conferences

Although you will be communicating with your child's primary program assistant on a daily basis, we encourage you to attend family conferences with your child's primary program assistant. These conferences give you and your child's primary program assistant a chance to review your child's progress and to set goals for your child in the coming months. It is also an opportunity for you and the primary program assistant to mutually problem solve any issues that may have arisen for your child.

If you have specific concerns, you may wish to discuss with your child/youth's program assistant or program director by making an appointment. It is often difficult for staff to privately discuss anything during program activities while caring for children/youth.

We invite you, as an enrolled parent or guardian, to visit the CDC whenever you can. You can observe the program or join in by reading a story to children, playing with blocks, or preparing a favorite food for snack.

Your involvement in the CDC will help make your child's time at the CDC even more valuable.

Parent Central

Parent Central is dedicated to helping parent's access current information on children's issues as well as the most recent parenting resources. The website offers information on child development, tips related to raising children, finding quality child care and more.

For more information, visit [Parent Central](#).

Confidentiality

The Child Development Center staff understands that in the course of caring for your child, you may share confidential and private information with CDC employees. We respect the privacy of all of the children and families we serve. We hold any information that you share with us to enable us to better meet your child (ren)'s needs in the strictest confidence. This applies to information you share with us in writing or verbally. We do not disclose any information given to us in confidence unless: a) we are mandated to do so by law, b) it is necessary to prevent clear and immediate danger to a person or

persons, as determined by CDC staff, c) the agency or an employee is a defendant in a civil, criminal, or disciplinary action arising from the knowledge of said confidence, d) there is a waiver previously obtained in writing, and then such information may only be revealed in accordance with the terms of the waiver.

The CDC uses the enrolled parent's social security number for registration and reporting purposes. Your social security number will be used to confirm enrollment at Central Registration and to report CDC enrollment status to our funding sources.

Parental Access to Records

A variety of records are maintained on children enrolled in Child Development Center programs; developmental profiles, health information, etc. Parents are advised that either parent may request a parent conference to review her/his child's records.

However, records related to the parent's eligibility and support services provided to the parent, such as sign-in sheets, records of payment, information gathered to determine eligibility for a subsidy, or social service referrals will not be released to the non-enrolled parent unless requested by a valid subpoena. A service fee will be charged for copies provided.

Complaint Procedures

The CDC wants to ensure that all families served have an opportunity to present any complaints or concerns they have about the center. The following procedures allow for all parties to address and, it is our hope, resolve any issues that may arise.

1. Arrange a meeting with your child's primary program assistant to discuss the problem.
2. If satisfactory resolution does not result from meeting with the primary program assistant make an appointment with the CDC Director to discuss the problem.
3. If resolution still has not occurred, you may request a meeting with the CYS Coordinator.
4. Should you believe that your complaint or concern has not been resolved satisfactorily after meeting with the CYS Coordinator you may then wish to speak with the Family Morale Welfare Recreation Director.

Visitors

You are encouraged to visit your child at any time during the day. We have an open door policy. Others wishing to visit children are not permitted unless accompanied by the child's parent, guardian, or authorized non-parent/guardian and have signed in at the front desk and issued a visitor badge. We request that the number of visitors be limited, as not to be disruptive to the children and staff.

Suggestions

Management is always open to new ideas, comments, or an occasional “pat on the back”. Your timely suggestions or complaints assist us in knowing to serve you better, and improve the quality of our programs for our children and youth. For your convenience, a parent suggestion box and special forms are located at the CDC.

Discipline Policy

The discipline policy of CYS reflects the overall philosophy of the program. The purpose is to aid children in developing their own inner controls.

Our programs are designed for children to have opportunities to be challenged and still experience success. When children are busy and feeling challenged, they have less time to exhibit inappropriate behavior.

Initially we work at preventing potentially difficult situations by creating a child-centered environment. The philosophy also ensures adequate supplies and equipment are provided to minimize frustration. In addition, our staff is trained in positive guidance techniques. We make rules clear and logical for children. When we are unable to prevent a problem, we work with the child to help them see what is causing the conflict. We want to give them the problem solving skills that will help them resolve conflict throughout their lives. Children are assisted to evaluate situations and come up with their own solutions to problems. The consequences of a child’s behavior flow logically from behavior. Children’s feelings are respected. Corporal punishment is never used. Children are not humiliated as a disciplinary measure. Occasionally, a child may need to spend a few minutes away from the planned activities in order to regain self-control. This “time away” is always under adult supervision and does not last for more than 1 minute year of age and the maximum is 5 minutes. The child is encouraged to rejoin the group as soon as he/she is ready. Our staff encourages children to respect others and to express their own feelings.

Children who have difficulty meeting behavior expectations are supported on an individual basis. Certain behaviors are a part of children’s normal growth and development. A child will not be punished for lapses in toilet training, or refusing food. Learning to control these behaviors is on going and reinforcements for self control will need to be repeated at home, and in care, more often for some children than others. Minor problems are natural and should be considered a learning opportunity for the child. These opportunities prepare the child for their future ability to control themselves in school and beyond.

Children who display violent or aggressive behavior will first be shadowed with a staff member. This means the child will stay with the staff member for the amount of time it takes the child to regain the self-control needed to participate in group activities.

When repeated or serious problems occur, the program director and training staff will assess the situation and determine if program philosophy and policies are in compliance with regulations and

standing operating procedures. If serious problems occur which are not the result of programming, parents will be contacted and a conference scheduled.

At any time that a child's behavior poses a serious risk to the safety of others in the activity room, parents will be requested to immediately pick up the child. The CYS Director will determine when the child may return to care. Repeated, unresolved discipline problems will be directed to the Special Needs Accommodation process for further consideration. This multi-discipline, professional team will fully explore the concerns and with parental input, determine what adjustments should be made to best accommodate the needs of the child and the parents. Alternative child care arrangements may be recommended or required to best meet the needs of both the individual child and the group of children in his/her activity room.

Outside resources such as Army Community Services, 4 C's, Macomb Expulsion program, etc., may be contacted to help develop strategies to modify the child's behavior. There may be occasions when it is determined that the CDC is not the appropriate placement to meet the needs of the child.

CYS policy requires written incident reports for all falls, scratches, bruises, bites and scrapes that occur while your child is in our care. You will be required to sign the report as documentation that you were informed of the incident. These reports are done in duplicate so parents may receive a copy and the center will retain a file copy.

Touch Policy

Staff undergo training that is completed within the first 30 days of employment. Each program director and trainer ensures all new employees receive orientation on the touch policy immediately upon employment. Directors are also responsible for monitoring staff to ensure they are familiar with the touch policy and follow appropriate practices.

Examples of appropriate touch may include the following;

- Respecting the personal privacy and personal space of children
- Responses affecting the safety and well being of the child; *holding the hand of a child while crossing the street, holding a child gently but firmly during a temper tantrum*
- Hugs, lap sitting for younger children, reassuring touches on the shoulder, nap time back rubs, and touching for health and hygiene such as diaper changing for infants/toddlers

Examples of inappropriate touch may include the following;

- Coercion or other forms of exploitation of the child's lack of knowledge
- Satisfaction of adult needs at the expense of the child
- Violation of laws against sexual contact between adults and children
- Any attempt to change child behavior with adult physical force, often applied in anger
- Forced kisses, corporal punishment, slapping, striking or pinching, tickling for prolonged periods, fondling, molestation

The intent of this policy is to define appropriate touching practices within the context of adult /child/youth physical interaction within all CYS programs. The intent is not to make staff afraid of physical contact with children/youth rather to delineate boundaries, and to stress that appropriate nurturing interaction is healthy and necessary for the development of happy self confident children and youth.

Minimizing the Risk of Child Abuse

Our CYS programs are built and equipped to minimize the risk of or potential for child abuse. There are many procedures in place in all programs, such as:

- Rooms may not be totally darkened
- Daily sign-in/out procedures for drop-off and pick-up of children/youth
- Attendance records are maintained
- Only authorized persons identified by the parent and on the registration card may pick up children
- Picture ID will be required to be shown at time of pick-up
- Touch and discipline policies are posted and in effect.
- Management observations occur in each program
- “Open door” policy is in effect for parent visitation
- Unannounced visits by Community Health Nurse, Fire, Safety, CYS Coordinator
- Surveillance cameras are installed throughout the CDC.

Definitions

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

Identification of Child Abuse

All CYS personnel are mandated by law to report any suspected incidents of child abuse or neglect. If they notice suspicious bruises, cuts or burns on a child, they must report it to Macomb County Department of Human Resources (Child Protective Services Division) and to the CYS Program Director. The CYS Program Director will notify installation Family Advocacy Program Manager. If abuse is witnessed while it occurs the DoD police will be contacted immediately.

The following is a brief list of indicators of child abuse/neglect

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| ➤ Unexplained injury, bruises, welts, cigarette burns | ➤ In obvious need of medical attention (eyes, teeth, shots, etc.) |
| ➤ Malnutrition for no obvious reason | ➤ Depression |
| ➤ Evidence of poor care | ➤ Unexplained bald spots |
| ➤ Unusually fearful | ➤ Crier for little reason |
| ➤ Evidence of repeated injury | ➤ Abuses toys and friends |
| ➤ Exhibits behavioral extremes | ➤ Child displays low self-esteem |
| ➤ Always tired and sleeps often | ➤ Child hurts themselves |
| | ➤ Self isolation, hiding |

A DoD Hot Line number is posted in each of our facilities for parents wanting to report or discuss suspected abuse beyond the installation level.

Staffing

Child and Youth Services programs are staffed with trained individuals who have undergone extensive background clearances to ensure that only the best qualified candidates are selected to work with your children. Applicants for CYS positions are screened with the Army Central Registry, National Agency Checks and undergo local background checks with the Provost Marshal, Drug and Alcohol, and MPs. References are checked for accuracy.

Child & Youth Services Coordinator: Assumes responsibility for the Garrison-Detroit Arsenal CYS programs. Provides overall supervision of programs and services, directors, trainers, budget, facilities, and food services. Applies professional knowledge to ensure developmental programming is in place according to regulatory guidance.

Program Directors/Assistant Directors: Applies professional knowledge of child/youth development principles to implement CYS policies in a manner that ensures developmental programming are offered in all CYS programs. Plans, coordinates and supervises the activities of direct care and support staff. Ensures fiscal, administrative and safety requirements are in place.

Training and Curriculum/Program Specialists: Responsible for conducting training for all CYS direct care. Training topics include child growth and development, child health and nutrition,

developmental programming, discipline techniques, parent relations, family style dining, child abuse identification and reporting, and safety.

Child Development Program Assistants: Prepares lesson plans for child activities according to the needs, interests, and abilities of each child. The Program Assistants role model communication and interaction for staff and parents. They implement program activities that support children's physical, social, emotional, and intellectual development.

School Liaison Officer: Responsible for the operation, integration, coordination, and oversight of all Garrison CYS issues involving public schools and their relationship to the local military community.

Sports & Fitness Program Associate: Responsible for providing support and assistance to activity Director, and Installation Volunteer Sports Coaches. Encourages participant interest and establishes a program setting that promotes positive child and youth interactions with other children, youth, and adults. Assists Sports & Fitness Director in training coaches using the National Youth Sports Coaches Association (NYSCA) training guidelines. Shares expertise in the operation of intramural programs for youth and providing skill-building programs for children. Assists coaches in practice procedures, operating an effective coach/parent meeting and parent relations. Assists trainer in training staff and providers in sports/fitness related areas.

Technology Specialist: Responsible for integrating technology into all aspects of CYS operations including Child Development Centers, Family Child Care System, School Age Services Programs, Youth Services Programs and Child and Youth Liaison, Education and Outreach Services including Youth Education Support Services and Outreach Services. Designs and implements a comprehensive Educational Technology Program for school-age children, middle school youth, and teens attending CYS programs.

Staff Training

Staff of young children and youth must develop a set of personal and professional beliefs that lead to consistency in practice. Our staff's responsibilities to children, families, colleagues must be reflected in their daily interactions with children and adults. Consistently implementing professional ethics and learning to care for young children and youth is a career-long process. CYS maintains a strong commitment to training and career growth. It is each CYS staff's responsibility to grow and continually build competencies that will provide for a quality rich environment for children enrolled in any CYS program.

Training has been in place since the Military Child Care Act of 1989 was enacted "to improve the availability, management, quality and safety of child care provided on military installations." The standardized Department of Defense Foundation Training and the Annual Training plans are used with all CYS staff. The Foundation training is based on the thirteen Child Development Associate Functional Areas. Among the requirements are thirteen self-paced training modules, completion of First Aid, CPR, Child Abuse Recognition and Prevention, Medication Dispensation, Communicable Diseases and STDs, and many installation requirements. Staff must complete the Foundation training within 18 months of hire. Upon completion of the Foundation training, staff move to the Annual training plan. This course of training includes receiving 24 hours of training annually in workshops, observations,

research and special projects, activity room environment assessments, updates in CPR, First Aid, Child Abuse, Medication Administration, SIDS, and many installation requirements. Although this not an all-inclusive list of training topics, we strive to allow each staff member approximately 4 hours of paid planning and training time per month.