



U.S. Army Garrison Japan • Camp Zama

Child and Youth Services Parent Handbook 2025

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Dear Parents,

Welcome to USAG Japan and Camp Zama Child & Youth Services (CYS). It is our hope that Child and Youth Services will be your first choice for childcare and youth programs. You will find a wealth of information about our services, policies and procedures in this handbook which has been developed to provide an overview of what we have to offer and to answer many of the most common questions pertaining to our operations.

As an organization, we believe that open, continuous communication between parents and staff is critical to operating a quality program that meets the needs of you, our customer, your children, and the Army. We ask you to make every effort to stay involved in your child's program. All Child and Youth Services programs have an open-door policy, and we invite you to spend time in the program, whether by eating lunch or snack with your child and his/her peers, sharing your talents or special skills during program activities, or by just dropping in whenever you have the chance.

We recognize the fact that you are entrusting us with the care and development of your child during formative years. It is our goal to earn and maintain that trust. In doing so, we pledge to provide your child with a safe and healthy environment with caring and qualified adults who are dedicated to fostering a positive self-esteem for all children and supporting each child's development into a caring, contributing citizen and leaders of our community.

We encourage you to share all comments, concerns, and ideas. If we are doing something right, please tell us so we can continue to do it and strive to do even more. If we have fallen short of expectations, let us know so we can correct the situation and improve our performance as our goal is to make continual improvements in our programs. Working in partnership with you, we know that together we will make a difference in the life of your child and all children enrolled in our programs. Thank you for choosing Camp Zama CYS. If I can be of any assistance to you, please do not hesitate to contact me.



Sean Keeney
Coordinator, Child and Youth Services
USAG Japan

CONTACT INFORMATION

CYS Administrative Office

Bldg. 102, Room B-202
Mon – Fri: 0800 – 1700
DSN: 263-5701
From mobile: 046-407-5701

Parent Central Services

(Registration for all programs)
Bldg. 102 Room M-210
Mon – Thurs: 0800 – 1700
Fridays: 0800 – 1600
Closed Daily for Lunch 1300 – 1400
DSN: 263-4125
From mobile: 046-407-4125

School Liaison Officer

Bldg. 744, Camp Zama
Mon – Fri: 0730 – 1630
DSN: 263-5441
Cell Phone: 080-4635-4651
From mobile: 046-407-5441

Youth Sports and Instructional Programs

Bldg. S-337, SHA
Mon – Fri: 1000 – 1900
DSN: 262-6137
From mobile: 046-407-6137

Camp Zama CDC

Bldg. 691, Camp Zama
Mon – Fri: 0530 – 1800
DSN: 263-4992
From mobile: 046-407-4992

SHA CDC

Bldg. S-107, SHA
Mon – Fri: 0530 – 1800
DSN: 262-6273
From mobile: 046-407-6273

SHA SAC

Bldg. S-121-1, SHA
School Days: 0530 – 0800, 1430 – 1800
Early Release: 0530 – 0800, 1330 – 1800
School Out/School Break Days: 0530 – 1800
DSN: 262-6013
From mobile: 046-407-6013

Camp Zama Youth Center

Bldg. 744, Camp Zama
School Days: 1430 – 1800
Early Release: 1330 – 1800
School Out/School Break Days: 1300 – 1800
DSN: 262-4500
From mobile: 046-407-4500

NOTE: CYS Programs are closed on all Federal Holidays, and three times a year for Professional Development.

CAREGIVERS' CREED

I am an Army Caregiver, a professional trained in my duties. I serve Department of Defense Families who protect the nation by protecting their children. I will always provide a safe, nurturing, and enriching environment. Never will I put children in harm's way or allow others to do so. I will build trust with parents so they can concentrate on their mission. I will always treat Families with the dignity and respect they deserve. Army Caregivers are key members of the Army Team. I am an Army Caregiver!

CUSTOMER COVENANT

Family and Morale, Welfare and Recreation (FMWR) is committed to providing quality through service excellence to our Soldiers and Families commensurate with the quality of their service to our Nation. We understand that we create value for our customers through predictable, consistent, and efficient customer focused service.

To that end, we promise our customer they will:

- Always be respected and treated as individuals who are valued.
- Receive a prompt and friendly greeting in a professional and courteous manner.
- Experience aesthetically pleasing facilities.
- Receive timely, accurate and helpful information.
- Be offered high quality products and services.
- Have an opportunity to provide feedback.

MISSION

Our Mission is Caring. We support the military lifestyle while reducing conflicts between mission readiness and parental responsibilities. When a Soldier loses duty time during deployment, mobilization, or contingency situations due to a lack of childcare, it negatively impacts the military mission. CYS provides critical support services to mitigate such stressors.

VISION

Child and Youth Services programs are dedicated to providing:

- Seamless delivery systems for child/youth enrolled in CYS Family Childcare Homes and Child Development Centers
- Predictable services
- Safe, healthy family-friendly environments
- Well managed programs
- Accountability for Army, Community, CYS Staff, child/youth and Parents
- Satisfied customers – child/youth, Parents, Army and Community
- Maintaining status as a "Benchmark for America's Childcare" and becoming "Benchmark for America's Youth Programs"

GOALS

Availability: Provide adequate program capacity and services with the right mix of age groups and spaces to support employment, deployment, health and fitness, youth development, instructional programs, and school transition/education.

Affordability: Operate efficiently within Army resource guidance. Establish fees that consider Army Family budgets and meet Army financial goals so that the CYS program is affordable to both the Army and the Army Family.

Quality: To support the growth and developmental needs of every child/youth, regardless of age or program enrollment, in a safe and healthy environment, with trained and caring adult staff, volunteers and contractors.

Accountability: To safeguard the Army's resources by efficient management oversight, good fiscal stewardship, reducing waste and protecting assets of programs and services to Soldiers and their Families.

PHILOSOPHY

CYS programs are designed to help your child/youth build within themselves a positive self-concept that generates feelings of acceptance and respect for individuality. We believe in designing programs where children/youth have opportunities to participate individually or as a group in age-appropriate developmental activities that allows for optimal social, emotional, physical, creative and cognitive growth. We promote and cultivate safe learning environments where your child/youth can resolve conflicts through learning age-appropriate conflict resolution and mediation skills. We believe in partnering with parents and community to nurture a spirit of cooperation and respect for self and others; reinforce character building and encourage positive parenting.

RELIGION IN CYS PROGRAM

CYS programs are prohibited from disseminating religious information or providing program activities/curriculum that teach or promote religion, except in FCC homes.

- For parents to make an informed decision about which childcare arrangement to select for their child, FCC providers will inform parents, prior to enrollment, of the types of religious activities offered in the home
- All activities will adhere to CYS basic program philosophy, even if the CYS definition of "developmentally appropriate practices" conflicts with the FCC provider's religious beliefs, for example the use of corporal punishment.

FAMILIES

Families are the first and primary teachers in their child's life. We support Families in this role through a variety of services that address the specific needs of each family, to include formal and informal education opportunities. Communication between the child's primary teacher and Family, as well as management and support staff, is critical and includes an open, honest exchange of ideas, concerns,

shared decision making, and respect for cultural diversity. We encourage Families to share their culture, heritage, and home language.

CONFIDENTIALITY

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

DIVERSITY/NON-DISCRIMINATION

In accordance with Federal Law, Title VII, the Department of Army, CYS prohibits discrimination based on race, national origin, color, creed, religion, sex, age, disability, veteran status in employment and in their program operations, and The Department of Army affirms its covenant to support and serve Family and MWR customers and employees.

OPEN DOOR POLICY

CYS program level staff members are approachable and accessible to parent/guardians during the center's operating hours. Parents/guardians can voice their concerns, complaints and/or compliments regarding their customer service experience. CYS offers a Family friendly environment that encourages parents/guardians to drop in to visit or observe their child/youth.

CHAIN OF COMMAND

The most effective way to resolve issues is to channel them through the CYS 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:

- Primary Program Assistant (Classroom Lead Teacher) (at program enrolled)
- Supervisory Program Specialist (at program enrolled)
- Assistant Facility Director (at program enrolled)
- Facility Director (at program enrolled)
- Program Operation Specialist: 263-5932
- Coordinator, Child & Youth Services Division: 263-5701
- Director, Family and Morale Welfare & Recreation (DFMWR): 263-3690
- Deputy Garrison Commander: 263-4866/3657
- Garrison Commander: 263-4866/3657

CHAPTER 1

SAFETY AND RISK MANAGEMENT

CHILD ABUSE AND NEGLECT

DoD defines reportable child abuse and neglect as follows: Child abuse and neglect includes physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, or combinations of these, by an individual responsible for the child's welfare under circumstances indicating that the child's welfare is harmed or threatened. The term encompasses both acts and omissions on the part of a responsible person. A "child" is a person under 18 years of age for whom a parent, guardian, foster parent, caretaker, employee of a residential facility or any staff person providing out of home care is legally responsible.

CHILD ABUSE REPORTING

*All CYS personnel are knowledgeable and considered "**mandated reporters**" who are required by law to report suspicions of child abuse or neglect. If CYS personnel notice suspicious bruises, cuts or burns on a child, they must:*

- Report incident to the installation Military Police at **315-263-3002**.
- DoD Child Abuse and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout all CYS facilities and FCC homes should a parent/guardian/staff need to report incidents of suspected abuse. DoD Child Abuse and Safety Violation Hotline number is CONUS: 1-877-790-1197 or OCONUS: 571-372-5348 (call collect).

Any CYS personnel that reports suspicions of child abuse/neglect are immune from discharge, retaliation, or other disciplinary action for that reason alone unless it's proven that the report was intended to do harm. CYS personnel will be reassigned to a position outside of CYS if an allegation of child abuse is reported while the incident is being investigated.

HOME ALONE POLICY

According to Command Policy:

- This regulation applies to all civilian and military personnel when physically present on USAG-Japan.
- To prevent vehicle accidents, abductions, or the extreme danger of heat, and to protect the overall well-being and safety of children, children under 10 years of age should not be left unattended in any motor vehicle at any time.
- Curfew hours for children/youth are between the hours of 2300 and 0500, Sunday – Thursday, and between 2400 and 0500, Friday and Saturday year-round.
- Curfew will be enforced when any child/youth under the age of 18 years old is not accompanied by a parent/guardian or designated adult.
- For more information about activity and supervision options for children and youth, please contact CYS Parent Central office at 263-4125.
- To report a violation, or for more information about the policy, please call **263-3002**.

BACKGROUND CLEARANCES

All individuals who regularly interact with children under 18 years of age in Army-sponsored and sanctioned programs are required to undergo detailed initial background checks as well as periodic reinvestigations.

Until all background checks are satisfactorily completed, individuals must volunteer/work within “Line of Sight Supervision” (LOSS) of a cleared staff member and are not permitted to be left alone with child/youth.

All Child & Youth Program Associates (CYPA) to include Leads, working with children 0-5 years of age, will wear a RED smock or (apron) if under LOSS. Once cleared, all CYPA will wear green smocks and Lead CYPA will wear a BLUE smock.

Strong Beginnings staff will wear a GREEN smock if cleared or a RED smock if under LOSS.

All School Age Center staff will wear a GREEN shirts or BLUE shirts (Leads) if cleared. All others will wear RED shirts if under LOSS.

Youth Staff will wear a GREEN shirt if cleared or a RED shirt if under LOSS.

Youth Sports & Fitness staff will wear a MWR name plate with GREEN dot or RED dot if under LOSS or wear a lanyard with GREEN name badge or RED name badge if under LOSS. Volunteer Coaches will wear a green CYS issued shirt with the word COACH prominently displayed on the shirt back.

Contracted program Instructors will wear a lanyard with GREEN name badge or RED name badge if under LOSS.

Support Staff: Janitorial, Maintenance staff will wear a GREEN dot on name tags and RED dots if under LOSS. Cooks will wear a GREEN lanyard or a RED lanyard if under LOSS.

CYS Management staff will wear a MWR name plate on the right side of clothing with a GREEN dot for cleared or RED dot for LOSS.

Staff performing supervised work experience will wear a bright YELLOW Smock/Apron.

SECURITY OF FACILITIES

To maintain a safe and secure environment, all centers utilize an access control system that limits unauthorized access. All visitors are required to sign in/out at the facility’s front desk and obtain a visitor’s identification badge. In addition, all visitors must be accompanied by a CYS staff. Parents/guardians simply dropping off or picking up their child/youth do not have to sign in on the visitor log. Parents/guardians visiting the facility or a classroom greater than 15 minutes must sign in at the classroom and at the front desk. Sponsors and Spouses are allowed to pick up their children at any time. All others to include emergency contacts must have clearance from the front desk.

TOBACCO AND ALCOHOL USE

Tobacco use is not permitted within 50 feet of any CYS facility. A designated smoking area will be established at least 50 feet away from the facility and will not be within view of children/youth. A safe disposal area/receptacle for smoking paraphernalia will be provided in the designated smoking area and will be policed regularly. Alcohol use in or around CYS programs is prohibited.

CHILD GUIDANCE AND TOUCH POLICY

Helping a child/youth understand and make appropriate choices is the basis for child guidance. When a child/youth needs assistance with behavior, CYS staff works along with the Parent/Guardian using Positive Guidance to identify the problem and find strategies that enable the child/youth to respond appropriately. Positive Guidance is a belief that children should be treated with respect, free from fear of violence and shame, and guided with loving encouragement.

Corporal punishment is not allowed in CYS programs under any circumstances, even with parent approval.

Boundaries for appropriate and inappropriate touching are established to ensure clear understanding of what is acceptable and what is not acceptable.

Inappropriate touching will be investigated and may be grounds for immediate closure of the FCC home or removal of a CYS staff member, contract employee or volunteer.

Policies will focus on modifying the child's behavior within the existing environment rather than "suspending" the child. When this is not possible, the Outreach Services Director will assist parents in obtaining care in another CYS setting if available.

CODE OF CONDUCT

Illegal, unsafe or disruptive behavior is prohibited during all CYS programming or events. If these things occur, parents will be notified. In some cases, suspension or a report to Military Police will be made. Please see your program director for more guidance and information.

BULLYING

CYS defines bullying as follows: A mean and one-sided activity intended to harm where those doing the bullying get pleasure from the intended target's pain and/or misery. Bullying can be verbal, physical, and/or relational to the target's race, ethnicity, religion, sex (including sexual orientation), physical, or mental attribute. It includes all forms of hazing and cyber bullying and can be and often is continuous and repeated over time. However, once is enough to constitute bullying.

Bullying (on post as well as off post), including all forms of cyber bullying, can impact the targeted individual's feeling of safety and create an intimidating, hostile or offensive environment. The CYS

Coordinator or Facility Director will immediately address such actions for the well-being and safety of all children/youth and the community.

CLOSED CIRCUIT TELEVISION (CCTV)

CYS program facilities utilize a comprehensive closed circuit television system. CCTV is designed to deter and reduce the risk of child abuse in CYS facilities; protect staff from unwarranted allegations of child abuse, provide Soldiers and Parents with “peace of mind” and support CYS management staff in the exercise of program oversight.

The cameras record primary activity areas in the interior and exterior of the buildings. Due to confidentiality reasons, copies of these recordings are not authorized to be given to parent/guardians except through FOIA requests.

Recordings are released only to authorized personnel such as the MPI and CID for official business.

ADULT/CHILD RATIOS

Staff-to-child/youth ratios must be maintained at all times of the day except under rare conditions caused by compensatory enrollment as outlined in guidance (see IMCOM Reg 608-10-1 for more information). The intent is to always be at ratio and not over or under ratio. Ratios will not be decreased to accommodate children/youth with special needs.

All rooms in a CDC/FCC home are multi-aged with a minimum age span of 18 months. Maximum group size is limited to two ratios of children/youth (e.g. two ratios of preschoolers = 20; a ratio of infants and a ratio of pre-toddlers =9).

In the Sports and Fitness Program, appropriate youth/adult ratios are maintained 100% of the time during all sports and fitness program operating hours. The adult/youth ratio is always 1:15 indoors and outdoors. Please consult Youth Sports Director for additional information.

Adult/Child Ratios are:

CDC/SAC/YC	
Age Group	Ratio (A:C)
Infants: 6 weeks to 12 months	1:4
Pre-toddlers: 12 to 24 months	1:5
Toddlers: 24 to 36 months	1:7
Preschool: 3 to 5 years	1:10
Kindergarten: 5 to 6 years	1:12
School-age: 1 st to 12 th grade	1:15

Family Childcare	
Age Group	Ratio (A:C)
Multi-age: 4 weeks to 12 years	1:6
Infant/Toddler: 4 weeks to 12 years	1:3
Newborns 4 weeks to 12 months	1:3
School-Age: 5 to 12 years	1:8

TRAINING AND PROFESSIONAL DEVELOPMENT

All CYS personnel working directly with children/youth receive standardized orientation training before they are allowed to work directly with children. The orientation includes such topics as applicable regulation and installation policy; child health and safety; child abuse identification, reporting and prevention; age-appropriate guidance and discipline; parent and family relations; health and sanitation procedures and position orientation. Training is ongoing and competency based. Assessments are completed to ensure staff comprehend and demonstrate the knowledge and skills learned from training. Other CYS professionals (directors, cooks, etc.) complete an orientation and ongoing training as well. All CYS programs close three times a year for Professional Development.

PARENT INVOLVEMENT

Parents/Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplined Team Inspection (MDTI) program surveys, NAEYC Accreditation and Family Advisory Boards. These processes help ensure the safety of children/youth while improving administrative policies and programming issues geared toward program quality. **Moreover, parent/guardians who participate in the program may earn points toward fee reduction on their childcare.** For detailed information on the various ways parent/guardians can participate in CYS programs and activities, contact your Family Advisory Council representative or facility director.

PATRON BEHAVIOR

Written rules governing conduct are not required to determine whether the behavior of one patron is disruptive to other patrons. Management will inform a parent when their behavior is inappropriate and ask the parent to refrain from such conduct. If the behavior continues after one warning, the manager will request that the parent leave the premises. If the Parent refuses to leave, the facility manager will contact the Military Police (MP) and request assistance. The manager is responsible in determining whether a patron's conduct is suitable or disruptive. In the case of minors whose behavior is inappropriate, the attempt will be made to determine the youth's identity and notify the parents. In any case, the MP will be called if any patron refuses to show Identification (ID) or continues to behave in a manner disruptive or offensive to other patrons. Cooperation is not only expected, but also greatly appreciated. Both understanding and adhere to the established policies and procedures is vital to the operation of CYS. Inappropriate or offensive language is strictly prohibited and will not be tolerated.

REGUALTIONS AND INSPECTIONS

Regulations and services apply uniformly throughout the Army; however, Commanders have the discretion to modify specified guidance to meet the appropriate requirements. To provide consistency, all Army CYS programs are inspected annually and required to follow the following Army Regulations (AR), Department of Defense Instruction (DoDI) and Public Law (PL):

- Installation Management Command Regulation 608-10-1, Child, and Youth Services
- Installation Level Child and Youth Services Inspections
- AR 608-10, Child Development Services
- AR 608-18 Army Family Advisory Program

- AR 608-75 Exceptional Family Member Program
- AR 215-1, Military Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities
- DoDI 1015.2 MWR Programs
- DoDI 6060.2, Child Development Programs
- DoDI 6060.4, Youth Services Programs
- DoDI 1402.5, Criminal History Background Checks on Individual in Childcare Settings
- DoD I 6025.18-R Privacy of Health Information
- PL 101-647 Crime Control Act
- PL 106-104 Youth Sponsorship
- PL 104-106 – Military Childcare Act
- PL 104-201, Sec 1044: Cities concern for lack of support for DoD Youth Programs PL 106-65, Sec 584, Expanded Childcare and Youth program services
- PL 106-79, Conference Report – DoD Report on Family Childcare Subsidy/Access to Military Childcare
- PL 101-366 American with Disabilities Act

ACCREDITATION

Accreditation is an activity, not a status. The benefits of accreditation are the external mark of quality, high standards, process improvements and support. CYS programs undergo a rigorous accreditation process. The Child Development Centers and School Age Center are fully accredited programs through the following entities:

- **National Association for the Education of Young Children (NAEYC)** - sets professional standards for early childhood education programs age (age 0-5 years) and helps families identify high-quality programs for their young children.
- **The Council on Accreditation (COA):** Afterschool Program Standards include After School Administration (ASP-AM), After School Human Resources (ASP-HR), and After School Programming and Services (ASP-PS). The Administration Standards cover practices related to continuous quality improvement, financial management, risk prevention and management and ethical practice. The Human Resources Standards address recruitment and selection, training and professional development, support, and supervision. The Programming and Services Standards set forth additional recommended practices for working with children and youth in out-of-school time.
- **National Association for Family Childcare (NAFCC)** - Awarded to family childcare providers who meet the eligibility requirements and the Quality Standards for NAFCC Accreditation. Accreditation reflects a high level of quality through a process that examines all aspects of the family childcare program, i.e. relationships, the environment, developmental learning activities, safety and health, and professional and business practices. Once family childcare providers become accredited, they agree to abide by the standards set forth and to be measured against those standards with periodic integrity and compliance reviews.

CHAPTER 2

REGISTRATION PROCESSES & PROCEDURES

GLOBAL DATA TRANSFER (GDT)

This database makes it possible for Families relocating to a new duty station to forward their child's/youth's registration records to their next duty assignment prior to arrival. Upon arrival the Parent Central Services at the new duty station need only import the patron's information (e.g. names, birth date, child's health records, etc.) stored in the database. Families will provide needed updates upon arrival at the new location. Contact Parent Central Services for details on how to take advantage of this convenient tool.

PATRON ELIGIBILITY

CYS accepts children as young as four weeks in Family Childcare homes and 6 weeks through eighteen years old in CYS facilities. Eligibility and priority for care are determined by DoDI 6060.02 and the Army Fee Policy.

Eligible patrons include: Active duty military personnel; DoD civilian employees paid from either appropriated funds (APF) or non-appropriated funds (NAF); Reserve Component military personnel on active duty or inactive duty training status; active-duty combat-related wounded warriors; surviving spouses of military members; those acting *in loco parentis* for the dependent child of an otherwise eligible patron; eligible employees of DoD contractors; and others authorized on a space available basis. In the case of unmarried, legally separated parents with joint custody, or divorced parents with joint custody, children are eligible for childcare only when they reside with the military service member or eligible civilian sponsor at least 25 percent of the time in a month that a child receives childcare through an Army program. The preceding list is not in order of priority for care.

Coast Guard, when activated, are eligible patrons. The eligibility criteria and priority are the same as any other active-duty soldier. Fees are based on their TFI.

Retiree's eligibility is limited to the use of Instructional Programs, hourly care, Youth Center, and Youth Sports and Fitness programs. Fees are not based on TFI.

DEFINITION OF A PARENT

A parent or legal guardian is defined as the biological mother or father of a child; a person who by order of competent jurisdiction has been declared the mother or father of a child by adoption or the legal guardian of a child.

In Loco Parentis: When an individual acts "in loco parentis" as the parent, this can only exist when the individual undertakes care and control of another (child/ren) in ABSENCE of such supervision by the natural parents and in absence of formal legal approval. When the parent is still in picture no such "in loco parentis" relationship exists. This guidance has been provided by the IMCOM Office of Staff Judge Advocate.

PARENT CENTRAL SERVICES

Parent Central Services, commonly referred to as the “Gateway to CYS,” is the first place a Family visits at a new installation to obtain information and register for CYS programs. Annual re-registrations through Parent Central Services are required to continue utilizing CYS services.

CYS Parent Central Services:

- Verifies a patron’s eligibility using the DoD ID Card (Military, Civilian DoD contractor assigned to the Garrison, Reservist/National Guard, Active-Duty soldier on orders).
- Determines services patrons needs (Waitlist, hourly care, part- day, full- day, SAC, YC, Instructional Programs, Sports, etc.).
- Explains age-appropriate programs associated with patron’s children.
- Conducts a search for care in CYS for immediate openings.
- Conducts initial and re-registration of patrons into all CYS programs.
- Explains waitlist policies and assists with wait list placement using MilitaryChildCare.com (MCC).
- Determines patron fee category IAW the latest fee policy.
- Schedules new patrons for program orientations.
- Sends email blast, messages, and contributes to websites of interest to parents.

ITEMS REQUIRED FOR CHILD/YOUTH REGISTRATION

Children/Youth must be fully registered before they can use any CYS programs.

Please bring the following items:

- A copy of your orders (Military/Stateside hires) or Letter of Employment (Local hires).
- Updated Immunization records for each child. (Does not apply to School Age/Middle School/Teen unless attending Japanese School or Homeschool).
- Health Assessment, Well Baby check, or Sports Physical for each child (due within 30 days of registration and prior to joining any Youth Sports Program).
- A yearly Sports Physical is required for participation in any sports program.
- Proof of Income (i.e. Leave and Earnings Statement/paystubs for the sponsor and spouse or proof of enrollment if the spouse is a student.)
- Name and phone numbers of 2 local (with base access) emergency contacts and/or child release designees.
- Enterprise or personal email address of the sponsor.
- Family Care Plan DA Form 5305 is required for all dual military and single soldiers (Due within 30 days of registration).

Additional Forms to be completed at time of Registration:

- Health Screening Tool #1: This form asks about any special medical conditions. Any “yes” answers to these questions may require additional forms to be completed.
- Application for Department of Defense Childcare Fees: This form is used to calculate how much you will be charged for services based on your income, and is used to determine your income category.

ALL FORMS MUST BE SIGNED AND DATED TO COMPLETE REGISTRATION!

IMMUNIZATIONS

Children/Youth accepted for childcare in CYS programs must be free from communicable diseases such as measles, mumps, hepatitis, scarlet fever and strep throat, and have written documentation of all age-appropriate immunizations. Child/youth immunizations must be up to date to participate in CYS programs.

An immunization waiver request must be approved by the Chief of Army Public Health Nursing (APHN) at a minimum. Participation in CYS activities will be conditionally granted once a waiver has been submitted for review with the understanding that participation may be suspended or denied if waiver returns denied. Children/youth who are not immunized will be denied childcare during outbreaks.

Immunization waivers for medical reasons must have documentation from a licensed independent practitioner. Immunization waivers for non-medical or religious reasons do not require an endorsement from a licensed independent practitioner or religious authority. Children/youth will be excluded from childcare in the event of an outbreak of a vaccine preventable disease. **Department of Defense Education Activity (DoDEA) immunization waivers are not accepted for CYS.**

Children and youth enrolling in, or who are currently enrolled in CYS activities to include SKIES instructional programs, sports and fitness, and summer camp, and who are not enrolled in a school system requiring immunizations per local/state regulations, must provide documentation of receipt of all immunizations per ACIP guidelines.

HEALTH ASSESSMENTS

A current health assessment, within one (1) year of registration, is required for children enrolled in a childcare program or youth sport. If a current health assessment/sports physical statement is not available at registration, it is to be completed 30 days from the start of childcare or by the first sports practice unless there is a medical condition identified requiring additional review by local APHN team. Health Assessment Statements are good for three (3) years, if the child does not have any major health status changes.

Well baby exams or school athletic physicals may be used in place of the health assessment if dated, signed and stamped by the health care provider and must accompany the CYS Health Assessment Sports Physical Statement completed and signed by the parent/ guardian. Once the physical expires the new health assessment must be on the CYS Health Assessment Sports Physical form.

Children/youth participating only in the Youth Center and Instructional Programs are exempt from this requirement unless there is an identified medical condition requiring additional review by local APHN.

SPORTS PHYSICALS

No child/youth will be authorized to play, practice, or participate in games until a valid physical has been furnished. The form must be signed by a licensed health professional and certify the child/youth is

physically fit to participate in chosen sport(s) and address any pertinent medical condition and/or constraint such as asthma, heart murmur, allergies. The sports physical is valid for twelve (12) months. Children or Youth whose physical expires during a sport season must cease all participation in practices, games, and related activities. They may resume participation once a valid sports physical has been accepted by PCS. Parents may request a 30-day extension of their physical if they can provide evidence of a physical appointment for their child within that extended time.

SPECIAL NEEDS IDENTIFICATION

The Army Child and Youth Services Screening Tool is required to be completed by parents to screen all children for special needs at initial registration and annually thereafter. Upon identification of special needs, supporting documentation must be submitted with the screening tool and forwarded by CYS to the Army Public Health Nurse (APHN) for review. If your child/youth has a disability or other special needs, the parent/guardian will be asked to participate in the Inclusion Action Team (IAT). The IAT is established to support children with special needs.

Children and youth with the following conditions might be referred to the MIAT/Inclusion Action Team:

- Allergies
- Special Diets
- Respiratory Diagnosis
- Epilepsy/Seizure Disorder
- Diabetes
- "Other" as identified by Parent Central Services Team or the Army Public Health Nurse (APHN).

INCLUSION ACTION TEAM (IAT)

The IAT is a multi-disciplinary group that explores installation childcare and youth supervision options for children that have been diagnosed with life-threatening conditions, functional limitations or behavioral/psychological conditions. The team determines childcare and youth supervision placement and considers feasibility of program accommodations and availability of services to support child/youth needs. Parent participation is crucial to the success of the Inclusion Action Team. Every effort is made to accommodate children/youth with special needs.

SPECIAL DIET

Children/youth with life threatening food allergies or special dietary needs must provide a statement from their health care provider specifying (1) which foods the child cannot consume, (2) the resulting allergic reaction if ingested and (3) if applicable, any allowable food substitutions. Children/youth may not be eligible for services without appropriate documentation. Children/youth who have special diets due to religious reasons, please contact Parent Central Services for more information.

MEDICAL ACTION PLAN (MAP)

Maintaining the health and safety of every participating child/youth in CYS programs is of utmost importance. If the child/youth have a medical condition/diagnosis, such as allergies or asthma, that may require him/her to take medication while participating in an activity, the parent/guardian will be asked to complete a Medical Action Plan (MAP). Medical Action Plans (MAPs, 7729) are valid for one year or until notified of health status changes, based on the date signed by physician (MAPs) or APHN (7729). This plan is completed by the child's/youth's health care provider and approved by the APHN to ensure CYS staff is aware of the proper medication and the necessary course of treatment for the child/youth.

REASONABLE ACCOMMODATION

These are basic adjustments, supports and/or modifications that may be needed by a child/youth with special needs to facilitate access to a program on an equal basis to their non-disabled peers. Accommodation for children/youth with special needs is not considered reasonable if it imposes an undue hardship on the operation of the program, requires fundamental alteration of the program or poses a direct threat to the health or safety of the child/youth with special needs or others.

WAITLIST

Because of the high demand for childcare, it is not unusual for families to be placed on a waiting list. Children are placed on the Military Childcare (MCC) list by CYS Patron, as determined by sponsor priority and the date of application.

Step 1. Create an account. Go to MilitaryChildCare.com to create an account containing information about your family. This simple step establishes your household profile, username, and password for the childcare system, allowing you to take advantage of its many benefits for your family.

Step 2. Search and Request Care. Search the system for the childcare options that best fit your needs and submit your requests for care. MilitaryChildCare.com gives you access to a powerful search engine to locate facility-based or in-home childcare options. Enter the search criteria that pertain to your family's needs and refine your search at any time. Select one or more options and then submit your requests for care.

Step 3. Manage My Requests. You can manage your requests for care from anywhere in the world. Log onto MilitaryChildCare.com to review the status of your requests, change information related to your requests, and cancel requests that are no longer needed. Notifications will be delivered by email and to My Messages within the system to inform you about the status of your requests.

Step 4. Update My Profile. Keep your profile page up to date with important information. My Profile stores information entered during the create account process, including sponsor name, contact information, and child name and date of birth. Log onto MilitaryChildCare.com to update your profile at any time. If parent does not respond in the allotted time frame when the space is offered, the space will be made available to the next eligible child/youth on the waitlist. Visit MilitaryChildCare.com to learn more about the waitlist options.

Note: It is the responsibility of the parent/guardian to confirm interest in remaining on the wait list by updating MCC.com every 30 days. Failure to do so will result in removal from the wait list. When a space is offered in a viable care option (CDC, FCC, etc.) parent/guardians are given 48 hours to accept or decline the space. If Parent Central Services is unable to contact the parent/guardian, the space will be made available to the next eligible child/youth on the wait list. Contact Parent Central Services to discuss the available waitlist options.

PARENT ORIENTATION

Upon acceptance of a childcare space a parent orientation will be scheduled at the enrolled program prior to the start of care. This is an opportunity for parents to visit the program, meet staff and share information. Program specific paperwork will also be reviewed and completed.

VIABLE CHILDCARE OPTION

Care to meet the patron's schedule that reflects the necessary program type (full day, hourly, part day, etc.) and the appropriate age group (infant, toddler, preschool and school-age) for the child. Care may be in any Child Development Service (CDS) system (CDC, FCC, SAC, PCS) at any location convenient to either the home or work. Viable off-post care options are those that are comparable in price and quality to CDS sponsored childcare options.

YOUTH CENTER REGISTRATION

Middle school/teens may self-register as a guest for CYS programs by completing the one-page registration form. Forms are available at youth services facilities. Youth may attend the regular Youth Programs (not field trips or special events until registration is finalized) as a guest member immediately upon receipt of completed form. CYS staff will validate the registration form. If registration is not validated within 5 working days from receipt of form, youth's guest membership will be cancelled. Once registration is validated (and, if required, DA 7725) is completed and returned), an annual pass will be issued to the youth.

Some special events and field trips may cost a nominal fee, but participation in these events is not mandatory. In the case of field trips, written parental permission must be granted before a youth is allowed to participate. To enroll in a team sports program, a sports physical is required in addition to this registration. Sports fees may also apply.

CHAPTER 3

DAILY OPERATIONS

DAILY ADMISSION/RELEASE: ARRIVAL AND DEPARTURE PROCEDURES

Under no circumstance will a child/youth be released to any person who is not authorized to pick up the child/youth. Positive control of child/youth will be maintained at the classroom level.

Upon entering the CYS facility, parents/designated representative will swipe their child into the Child Youth Management System (CYMS) at the front desk before proceeding to their child's classroom. Under no circumstance will the parent/designated representative move beyond the front desk without first swiping in. After swiping in at the front desk, the parent/designated representative may proceed to the classroom. Upon entering the classroom, the parent/designated representative will sign the child in, annotating the time, and their signature.

School age children may be swiped in by their parent/designated representative or the child/ youth will key their personal identification number (PIN) into CYMS.

Youth Center (YC) youth participate in an open recreation program, which means they are allowed to enter and depart the facility without a parent/designated representative. YC youth will swipe their dependent identification cards into CYMS to sign in before they may participate in the CYS program.

For pickup of child(ren), parents/designated representatives will follow the same procedures listed above. Parents/designated representatives must swipe out child/ youth once they have physically retrieved them from their room.

Parents/guardians and visitors will enter and exit CYS Facilities through the front entrance/reception area, except during emergency evacuation and fire drills. During evacuations/fire drills, patrons will follow designated facility evacuation procedures.

Unless prior written arrangements have been made with CYS personnel, only parents or parent designees shown in CYMS may take a child from a CYS program.

Children may not be released to siblings or other children under age 13.

School-age children may not leave a program unaccompanied without written permission from the parents. Children signing out to attend a CYS instructional program or Youth Sports and Fitness program will be verified at the receiving program. Parents will be informed when a child does not show for a class or practice.

Parents and youth must sign in for sports and instructional programs that utilize other CYS facilities. No parent may be denied access to a child, including the right to pick up a child from a CYS Services program or FCC home, unless a copy of the custody agreement or court restraining order that relinquishes such parental rights is on file at the caregiving site.

DENIAL OF CHILDCARE SERVICES

CYS takes all reasonable precautions to offer a healthy environment. To ensure the safety of all enrolled children/youth the staff will observe children/youth for signs of illness or symptoms of contagious disease upon arrival, while they are in care and before they leave. Parents/guardians must pick up their child/youth that becomes ill while in care within 1 hour after being notified. Children/youth who appear to be ill or show visible signs of fever will be screened closely and may be denied admission based upon the following symptoms:

- Inability to participate in daily activities.
- Temperature above 100.5° F (38.06° C) for children 3 months or younger or above 101.0° F (38.3° C) for children older than 3 months.
- Exclusion criteria for children/youth and adults who become ill during the influenza season (1 October – 31 May) include having a fever (100° F axillary and at least one (1) respiratory symptom such as runny nose, cough, congestion and sore throat.
- Impetigo—Red oozing erosion capped with a golden yellow crust that appears stuck on.
- Scabies—Crusty wavy ridges and tunnels in the webs of fingers, hand wrist and trunk.
- Ringworm—Flat, spreading ring-shaped lesions.
- Chicken pox—Crops of small blisters on aired base that become cloudy and crusted in 2 to 4 days.
- Head lice—nits—whitish-grey clot attached to hair shafts.
- Culture—proven strep infections that have not been under treatment for at least 24 hours.
- Conjunctivitis (pink eye)—Red watery eyes with thick yellowish discharge.
- Persistent cough, severe diarrhea, or vomiting.
- Symptoms of other contagious diseases such as measles, mumps, hepatitis, and strep infections.
- Pinworm infestation

RE-ADMISSION AFTER ILLNESS

CYS staff will provide Parent/Guardian with an illness/injury readmission form detailing criteria for readmission. The child/youth's health care provider should use the form to indicate when it is safe for the child/youth to return to the program. However, a note alone from the health care provider **will not** automatically re-admit the child/youth into the program or override Army regulations. The child/youth may only return to the CYS program when the following conditions exist:

- Fever has been absent for 24 hours without the use of fever reducing aids.
- Nausea, vomiting or diarrhea has stopped for 24 hours.
- The appropriate number of doses of an antibiotic has been given over a 24-hour period for known strep or other bacterial infection.
- Chicken pox lesions have all crusted, usually 5-6 days after onset.
- Scabies is under treatment and a physician's note.
- Lice are under treatment.
- Pinworm treatment has occurred 24 hours before readmission and a physician's note.
- Lesions from impetigo are no longer weeping.
- Ringworm under treatment and a 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) has diminished to the point that eyes are no longer discharging.
- The child/youth has completed the contagious stage of the illness and a physician's note.

- The child/youth can participate in the normal daily activities.
- Hand and foot mouth disease - fever subsides usually 2 to 3 days; rash is not contagious.

BASIC CARE ITEMS

Acceptable basic care items are limited to topical items used for the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Products such as these are limited to those identified in IMCOM Regulation 608-10-1 and must be approved by the Food and Drug Administration (FDA). An authorization form must be obtained from the parent/guardian annually or when a new item is added for such items to be applied. Basic care items will be in their original container and stored out of reach of children. Each item should have the child's first and last name legibly written on it, as well as, on the outside of the bag. Parent/Guardian must complete a IMCOM Form 33 which will be maintained with the basic care item. Contact your program director for a listing of approved basic care items.

ADMINISTRATION OF MEDICATION

Certain medications may be administered in the CYS setting when it is not possible for Parents/Guardians to be present. Only prescribed antibiotics, antihistamines, decongestants, and topical medications from health care providers and U.S. medical treatment facilities may be administered to child/youth who are enrolled in full-day, part day or regularly scheduled school-age programs. Medications not on the approved medication list must have a medication Exception to Policy by supporting APHN. Medications that are prescribed as needed (PRN) will not be given in programs, except for rescue medications. Parent/guardians will complete and have the health care provider sign and the APHN approve the corresponding Medical Action Plan (MAP) for the required rescue medication. All medications must be in the original container, have a current prescription label and should be accompanied by proper dosing syringe/cup/ spoon if needed. A child/youth must be taking the medication for at least 24 hours prior to readmission into a CYS program. Parent/Guardians will complete and sign a CYS Medical Dispensation Record, DA Form 5225-R, for each approved medication to be administered. A Parent/Guardian must complete and sign the form before medication can be administered. This policy will be discussed during the Parent/Guardian orientation. Please contact the individual program for further information.

Youth requiring medication during sports or instructional programs must have a parent present with the medication through the duration of those programs unless that youth is eligible to self-medicate.

SELF-MEDICATION

School age youth can self-medicate if the child/youth's health care provider determines that it is developmentally appropriate, and the youth knows enough about the health condition and the treatment procedure. Self-medication in CYS programs requires written instructions from the youth's health care provider clearly spelling out what and when self-medication is allowed and under what circumstances the youth must refer to the parents and health care provider for assistance. Parent/Guardians and youth are responsible for notifying the program staff of any medication that will be brought to CYS programs. Youth must self-administer all medications in the

presence of CYS staff who will then document the incident. If a youth (6th–12th grade) cannot self-medicate, then a IAT review is required.

Youth self-medicating in a sports or instructional program must present their medication to the coach or staff member prior to participation. Coaches and staff will be able to readily identify the location of the youth's medications throughout the program.

REST AND NAP PERIODS

Child/youth enrolled in CDC and FCC full-day programs or hourly care will have a rest period, usually following lunch. Child/youth wishing to nap can do so, while other children/youths engage in some other quiet activity (e.g. read a book, coloring, etc.). Infants are allowed to follow their own resting/naping patterns.

PERSONAL ITEMS FROM HOME

Clothing: Children should come to the center dressed appropriately for the weather (e.g.) jackets and hats for fall and spring; coats, boots and snow pants, gloves/mitten for winter). Children should come in "play clothes" so that they feel free to participate in indoor and outdoor activities. Long dresses are not permitted for safety reasons. Washable clothing is recommended as children may be involved in messy developmental activities (e.g. art, cooking, and water and sand play). Two changes of clothing for all children under school age are recommended. All clothing and accessories should be labeled with your child's full name. School Age Center and Youth Center will follow local school dress code policies. CYS program directors have the authority to make decisions on what is appropriate attire for the facility/activity.

Shoes: Children's footwear should have rubber soles and be suitable for running, climbing, and jumping. For safety reasons, flip-flops, thongs, Crocs* (YC is allowed), open-toed shoes, heels without straps or wedged heels are not allowed. Children that can pull themselves up to stand are required to have shoes.

Crocs are allowed at the YC but prohibited in the gymnasium or during physical activity.

Jewelry: Accessories such as earrings, rings, bracelets, necklaces, hair beads, and barrettes are not permitted for children under three or children who are in multi-age rooms with children under three.

Sleep Aids: If your child is over 12 months of age and has a special soft toy or blanket that he/she naps with, it may be brought to the programs. Children younger than 12 months can only have a pacifier and sleep sack in the crib. The nap time toy or blanket will be put in the child's cubby and be made available for use during nap time. These items will need to be taken home for weekly laundering. Please ensure all personal items (i.e., back packs, books, school supplies, clothing, and blankets) are labeled with your child's full name.

Diapering/Toilet Training

Diapers: For health and sanitation reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when the use of disposable diapers creates a health risk for the child and the parent/guardian submits a health care provider's statement to that effect. Diapers are checked and changed promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child first and last name.

Toilet Training: Toilet training is a natural developmental process. Peak readiness is typically at 2 ½ years but will vary with each child. We will not force children to use the toilet, nor will we punish a child for lapses in toilet training. Planning a consistent toilet routine for home and center will go a long way in helping your child accomplish this developmental milestone. You must provide sufficient changes of clothing and training pants.

TRANSITIONS

Children are always supervised closely, and environments facilitate staff visibility and access to children. Extra vigilance is given during transition periods, i.e., arrival, departure, employees shift changes.

CELEBRATIONS

Birthday and Holidays: CYS recognizes that religious, ethnic, and seasonal celebrations are a part of valuable traditions. Parents/guardians are encouraged to coordinate plans with the program director and staff in advance of the event. Coordination is necessary as appropriate items for celebration vary based on age, cultural diversity, and developmental stages of children/youth. Due to strict regulatory guidelines regarding the transport, content, and packaging of food items, CYS will not permit foods to be brought in by patrons in our CDC's and SAC. YC allows youth to bring outside foods into the facilities.

Special Events: Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child and the Army Birthday. Senior Commanders from Active Army, Guard, and Reserve and other branches of service; congressional delegates, local district officials and other key stakeholders plan and engage in observance of these events. Openings for childcare are available during other special events such as balls and meetings that occur after normal operating hours. This type of care must be coordinated in advance through Parent Central Services.

EMERGENCIES CLOSURES/EVACUATION/MOBILIZATION

In the event of emergency, mobilization, or other contingency in which the facility needs to be evacuated, CYS staff will follow a written Mobilization and Contingency Plan. Children/youth may be moved to the designated evacuation sites for safety and supervision if the emergency is not post-wide and only affects one facility. Parents/Guardians and military police will be notified. Specific information can be obtained from your local CYS program.

Childcare will be provided only for mission essential personnel during post closures at the CDC, SAC, FCC programs or pre-approved Kids on Site location.

Hazardous road conditions dictate bringing in only sufficient staff to cover the communities' needs.

In the event of illness, emergency, or facility closure, CYS will make every attempt to contact the parent/guardian. If the parent/guardian cannot be located to pick up the child/youth, the following procedure will be put into action:

- The emergency notification child release designee on record will be called. If the center is unable to contact him/her, the next designee listed will be called.
- If none of the designees can be contacted, the military police will be notified, and their procedure will be followed in reference to locating the parent and custody of the child/youth.

Instructional programs canceled for emergencies identified above are eligible for a refund for missed classes.

MINOR ACCIDENT/EMERGENCIES

In the event of a minor accident resulting in injury to a child/youth requiring medical treatment, the CYS staff will immediately contact emergency services followed by notification of the Parents/Guardian. CYS personnel or FCC Providers will accompany the child/youth immediately to the nearest emergency room by ambulance. The staff or provider will remain with the child/youth until the Parent/Guardian arrives at the emergency room.

CYS policy requires written incident/accident reports for falls, scratches, bruises, bites, and scrapes that occur while your child/youth is in our care to include emergency situations. Parents/Guardians will be informed of the incident/accident and will be asked to sign the report. All reports are kept in the child's/youth's folder and child abuse allegations are reported to higher headquarters.

TRANSPORTATION POLICY

CYS staff are trained to operate government vehicles to safely transport children/youth on and off post. Our safe passenger rules must be always adhered to, please review them with your child/youth. Failure to follow these safety rules may result in the suspension of a child's/youth's transportation privileges. The CYS program does not provide/utilize bus monitors to and from school at CYS expense.

- Seat belts must be always worn. Vehicles will not move until everyone is buckled up.
- Everyone must remain seated and facing forward on buses. Buses will not move until everyone is properly seated.
- Inside voice is to be always used in vehicles.
- Eating, chewing, and drinking are prohibited in vehicles.
- No objects (including body limbs) shall be extended out a window.
- Littering is prohibited. Trash should be placed in designated trash containers.

Coaches may not transport children or youth to or from games and practices unless they are listed as a designated emergency contact & release for that child or youth.

Youth may be provided transportation to and from Youth Sports games and events. This transportation is not guaranteed, and the parent must be prepared to take responsibility for transportation if none is provided by CYS. Players and parents may both ride the transportation, however parents will only be allowed on a space available basis. CYS does not provide transportation to Japanese schools.

FIELD TRIPS

As part of the curriculum, field trips and nature walks are scheduled to Family and Morale, Welfare and Recreation (FMWR) sites and other local sites to augment the developmental program. All field trips receive input from Families, child/youth, and staff to offer planned activities in conjunction with community service projects. Field trip sites are visited by staff prior to the scheduled trip. Parents/Guardians will be informed in advance of the date and destination of each trip and will be required to sign a permission form for each child/youth participating in the trip. Ratios must be maintained by paid staff supplemented with adults such as parents or volunteers. Ratios for high-risk activities must follow guidance. Please consult the program director for additional information on high-risk activities.

FOOD AND NUTRITION

FCC homes and CDC programs provide all infant jar food, cereal and teething biscuits. FCC homes and CDC programs offer on-site ready to feed iron-fortified formula for infants in full- and part-day programs. These specific USDA CACFP approved formulas are free of cost and parents/guardians have the option to decline. Parents/guardians are responsible for preparing bottles and providing an adequate number of bottles labeled with the date and child's first and last name.

All bottles must come prepared and ready to heat and serve with individual nipples and caps. Glass bottles are allowed if the bottle has a shatterproof silicone sleeve over it. Medications or cereal may not be mixed with formula, unless otherwise indicated in the IAT care plan due to medical reason. Bottles for infants (under 12 months) may only contain formula or breast milk. We provide whole milk is for children over 12 months at mealtimes.

Infants (under 12 months) will be fed individually and according to the infant's feeding plan. Infant Feeding Plans are based on USDA CACFP guidelines and are established by the parent and recommendations of the child's physician or other qualified health professional.

FAMILY STYLE DINING

Except for SAC and YC programs that serve buffet-style meals, CYS programs sit and dine "family style" with children/youth in FCC homes and centers. Family style dining promotes expanded language and cognition skills, builds fine motor skills and models appropriate eating habits while fostering social interactions. Most importantly, family style dining promotes a feeling of unity and acceptance that is essential to emotional development. It is developmentally age appropriate for children/youth to participate in cleaning and setting tables, preparing meals, serving themselves (with staff assistance if needed) and assisting with clean-up after meals.

PARENT PARTICIPATION PROGRAM

The Military Childcare Act requires the establishment of a parent participation program at each DoD installation. The program allows parents/guardians to earn points by participating in pre-approved activities on post or off post. ***Parent/guardians who wish to take advantage of this cost saving opportunity may receive a 10% monthly fee reduction.*** Here are a few ways Parent/Guardians can earn points towards fee reductions in childcare:

- **Parent Education:** Offer classes at least quarterly during the CYS Orientation Training and through Army Community Service.
- **Parent Advisory Board (PAB):** The PAB is a parent/guardian forum that meets at least quarterly to discuss current issues and offer recommendations for CYS program and service improvements. Parent/Guardians concerns are channeled through the program director to the installation commander for review and disposition. Contact Parent Central Services if you are interested in joining your facilities or overarching PAB.
- **Parent Conferences:** Provide parents/guardians a formal means of communicating with those who provide direct care to their children on a regular basis. It offers a great opportunity for Parent/Guardians to learn up to date community news and program information while discussing their child's/youth's developmental progress.

AFTER HOUR CARE

Children/youth must be picked up by posted closing time. When a child/youth is left at the site past closing, staff will attempt to contact the parent/guardian using all telephone numbers provided, to include the emergency release designees. If there are no positive responses to these calls, and the child/youth has not been picked up within 1 hour of posted closing time, CYS will follow local Standing Operation Procedures to address alternate childcare placement.

PARKING LOT AND TRAFFIC SAFETY

To keep our children, patrons, visitors and staff safe while entering and exiting our Child & Youth Services facilities, we ask that you be mindful that all installation laws are followed or obeyed..

A few reminders are listed below:

- 5 MPH within a parking lot.
- All vehicles should be secured and locked when parked and unattended.
- Children should not be left unattended in vehicles. Unattended children in vehicles will be reported to the MPs.
- Unauthorized parking (i.e. fire lane) is not permitted.
- Entering and exiting the parking lot on the wrong side (arrows are on the ground) is not permitted.
- Engines may not be left running while patrons enter the facilities.

CHAPTER 4

PAYMENTS AND REFUNDS

JOINT BASE LOCATIONS

At Joint Base locations where Army is the supporting Service, non- Army Families are not eligible for deployment support services fee reductions unless reimbursed by the supported Services. At Joint Base locations where the Army is supported by another Service, Army Families are eligible for deployment fee reductions, which are reimbursed to the supporting Service.

TAX LIABILITY

All Civilian Families using on-post childcare are required to register with the designated DoD Third Party Administrator and complete an online parent enrollment form to determine the tax value of their childcare subsidy. Each year DoD must determine the value of the childcare subsidy. This net value is the amount that is considered potentially taxable income associated with the DoD childcare subsidy. Only childcare subsidies that exceed the \$5,000 (\$2,500 for married individuals filing separately) exclusion and taxable and reportable. Sponsors are responsible for considering any dependent Care Flexible Spending Accounts (DCFSAs) to determine if the value the DCFSA value exceeds the \$5,000 or \$2,500 amount.

TOTAL FAMILY INCOME (TFI)

All earned income including wages, salaries, tips, special duty pay (flight pay, active-duty Demo pay, sea pay), and active duty save pay, long-term disability benefits, voluntary salary deferrals, retirement or other pension income, including SSI paid to the spouse and VA benefits paid to the surviving spouse before deductions for taxes. TFI calculations must also include quarter's subsistence and other allowances appropriate for the rank and status of military or civilian personnel whether received in cash or in kind. For dual military living in government quarters include BAH RC/T of the senior members only. Current BAH chart is located at <http://www.defensetravel.dod.mil/suite/bah.cfm>

DOCUMENTATION NEEDED TO DETERMINE TFI:

- Military Sponsor's current Leave and Earnings Statement (LES)
- Civilian Sponsor's current LES
- Spouse's/partner's and/or all adults who financially contribute to the welfare of the child, LES, W-2 forms, and/or other current income documentation.
- Schedule C (IRS return) from previous year to demonstrate wages from self- employments.
- Letter from employer if spouse has not worked one full month. The letter must include rate of pay and anticipated average number of employment hours to calculate an annual pay estimate. Pay stub must be submitted following the first month of employment.

Fees for Blended Families AND Fees for Legally Separated Families will be based on the TFI of the household.

Fees for Legally Separated Families are contingent on a legal separation document, a signed separation agreement, or a notarized statement explaining that the parents are separated and unable to reconcile

their marital relationship, civil union, or domestic partnership. Military must have the Battalion Commander co-sign the document.

Annual TFI **will not** be adjusted unless:

- The unemployed spouse/domestic partner finds paid employment.
- There is a documented reduction in TFI (e.g. change from full time to part time, furlough, loss of or new employment of unemployed spouse, etc.).
- A financial hardship waiver is granted to change the TFI Category.
- There is a TFI calculation error.

Parent fees may be adjusted prior to the **annual** Army Fee Policy directive when:

- The Family moves to a new TFI Category (e.g. during re-registration or when an unemployed spouse/domestic partner looking for work finds employment).
- Children transition among programs with different fees, (e.g., full-day care to kindergarten, full-day to part-day, after school to summer camp, child development center to family childcare, etc.).
NOTE: Parent fees are not recalculated; CYMS will adjust the fees once the child is enrolled into the applicable program.
- Army fee implementation guidance directs a fee change.
- A financial hardship waiver is approved. The adjustment is set up in Installment billing with the financial hardship pay code.

PROGRAM FEES

Are generated semi-monthly on the 1st and the 15th of the month. Parents can pay monthly fees for regularly scheduled Full Day, Part Day and Part Time Care in monthly or semi-monthly installments. Incoming Families make their initial payment for care at the time they accept the childcare space offered by the CYS Parent Central Services Office.

Services will be terminated if full payment, plus late fee charges for the month, are not received by the last working day of the month unless a command approved financial hardship waiver has been initiated.

HOURLY CARE FEES

The Standard Army-wide hourly care rate is \$8.00 per hour per child for ALL CYS programs regardless of Total Family Income (TFI) category. **Multiple Child Reductions do not apply to hourly care.** Hourly care payment is due at the time of pick-up. Failure to make the payment will result in termination of availability of childcare services. Same day or walk-ins may be accepted on a space available basis. Reservations for childcare can be made in advance, check with your program for further details.

LATE PICK-UP FEES

CDC and SAC programs have a late pick-up fee of \$1.00 per minute up to 15 minutes per family per site regardless of the number of children in care at that site. For example, a family who has two children in the CDC and one child in SAC will pay a \$15 late pickup fee at each site if pick up is 15 minutes after closing. After 15 minutes, the Family is charged \$8.00 per child, per site for next 45

minutes and then \$8.00 per child, per site for each hour thereafter. CYS emergency procedures will be followed when a child(ren) is (are) left at the program one hour after closing the program. Late pick-up fees are not charged for approved mission related circumstances or when specific arrangements to extend childcare are made prior to pick-up. Be sure to contact Parent Central Services office regarding documents required for the approval of mission related circumstance.

LATE PAYMENTS

Payment for regular scheduled care for full day/part day care. Late payment fee is charged after the 5th business day and is \$10.00 per child per payment cycle (semi-monthly) or \$20.00 (monthly). When late or non-payments have been identified, the procedures as outlined in the SOP, Subject: “Non-Payment of Childcare Fees, Collection of Delinquent Accounts and Denial of Services” will be followed which include:

- **Verbal Warning.** By Front Desk staff during swipe in/swipe out on the 4th and 5th days of each semi-monthly billing cycle. CYMS swipe stations should be toggled to ‘Display Message if HH Balance Exists’ so front desk personnel can give parents a courtesy reminder of approaching payment deadlines.
- **Personal Follow-Up.** By Program Manager on 6th day of the first delinquent billing cycle. Families with an outstanding balance should be contacted via telephone, in writing or in person regarding the outstanding balance. This will include informing Families of their option to request a Financial Hardship Waiver from IMCOM G9 and reminding of them of penalties if payment arrangements are not made by established deadlines.
- **Written Notice of Non-Payment/Potential Termination.** By Program Manager on 6th day of the second delinquent billing cycle. This will be a template Army-standard notice. If possible, Program Manager should also do a final verbal follow-up in conjunction with this letter to ensure the Family fully understands the pending consequences and to encourage them to seek assistance if warranted.

Note: When payment is not received, garnishment of wages will be initiated.

INSTRUCTIONAL PROGRAM FEES

Payments are due on the 1st of the month for instructional class programs. Customers who are not paid in full after the first five business days of the month will not be allowed into classes. Customers who are not paid in full after the first 10 business days of the month will be withdrawn from the class. They will have their bills adjusted to exclude classes from that day forward. If there is a wait list for the class their space will be given to the next available patron or any new registering patron.

FINACIAL HARDSHIP WAIVER

Families must demonstrate a need for a childcare fee reduction due to financial hardship based on a review by an ACS financial counselor or a certified financial professional external to CYS. The counselor will provide a recommendation for a fee reduction to the Garrison Commander. Fee Adjustments for Financial Hardships must be re-evaluated at least every six months by the counselor or Garrison Commander. **Families whose childcare fees are 25% or more of their Total**

Family Income (TFI) may request a hardship review. Contact the Parent Central Services for assistance in filing a hardship.

LEAVE/VACATION OPTIONS

Family Childcare Fees are annualized during registration for a 2-week Leave/Vacation which reserves the child's space. The option chosen must be used during the registration year and cannot be carried over into the next year. Families who opt for 4 weeks of Leave/Vacation pay a higher monthly fee than families who chose the 2 weeks fee option. Family Leave/Vacation must be taken in a minimum of one-week increments.

Leave vacation options are available to patrons enrolled in CDC/FCC full-day programs ONLY.

Instructional class patrons may not suspend classes without paying for their space. Patrons may withdraw and re-enroll into the class; however, they risk losing their space in the class if there is a wait list or new patrons enrolling while they are out.

WITHDRAWAL/OUT-PROCESSING

Parents are required to provide a 30-day termination/ disenrollment notice to withdraw from full day or before/after school care program. Patrons who fail to provide a 30-day termination/disenrollment notice will be charged the applicable fees. Patrons who provide more than a 30-day termination/ disenrollment notice are eligible to receive a one-time per garrison withdrawal discount of ten percent.

This notice should be given in written form to the Center Director, Assistant Director or clerical staff. Failure to submit written notification will result in ongoing assessment fees.

Withdrawals from instructional programs must be done prior to class start. Parents must submit a completed withdrawal form, available from Youth Sports & Fitness or Parent Central Services.

ABSENTEEISM

No credits or refunds are issued for child/youth absenteeism due to:

- Regular childhood illnesses or injuries (two weeks or less)
- CYS program closures due to inclement weather, staffing training, or special installation circumstances determined by the Garrison Commander (GC).
- Withdrawal except in situations approved by the CYS Coordinator where the child/youth has not started the class.
- Unused leave/vacation.

Sponsors requesting refunds for circumstances outside the scope of this policy must submit their justification in writing through the program director to the Garrison Commander.

REFUNDS

Refunds are authorized for:

- Program closures for repair or renovation when an alternate care setting is not provided.
- Unexpected, prolonged child absence due to family emergency or extended illnesses.
- Withdrawal from regularly scheduled childcare.
- Withdrawal from a seasonal sport prior to the first scheduled game day.
- Withdrawal from an instructional program prior to next scheduled class.

PARENT FEE REDUCTIONS/INCENTIVES

Deployment Support Services: Parents receive a 20 percent deployment reduction for regularly scheduled childcare and reduction for other deployment support services.

Army Wounded Warriors/Warriors in Transition and Survivors of Fallen Soldiers in TFI Categories 2-9 are assigned to TFI Category 1 regardless of income. Families who's TFI already places them in Category 1 receive a reduction of 20 percent below their Category 1 parent fee.

Please contact Parent Central Services for additional information regarding Deployment Support Services.

Parent Participation Fee Reduction: Parents may earn a fee reduction for participating for a minimum of 10 hours in CYS programs. A 10% reduction on one month's fee for one child/youth may be awarded for each 10 hours of parent participation. Reductions are limited to 10% per child/youth per month.

Multiple Child Reductions (MCR): A 15% MCR is applied when more than one child is enrolled in regularly scheduled childcare programs or seasonal youth sports offered by CYS. MCRs for childcare 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.

Family Childcare Fee Incentive: FCC Parent Fee Assistance represents a savings to Families over Army CDC and SAC fees for designated Total Family Income Categories. This savings is an efficiency incentive to encourage more Families to use FCC Homes as their primary source of childcare. Parents will receive a 10% discount from the total fee amount based on their Total Family Income. Contact Parent Central Services for additional information on FCC Parent Fee Assistance.

Extended Duty Child Care Fee Assistance: Provided at no additional cost for short-term childcare (generally up to 3 hours/day) beyond FCC regularly scheduled care hours (based on Sponsor's typical duty day/care requirements). A written validation statement is required from the Soldier's unit/Sponsor's Supervisor to the FCC Provider to qualify.

Mission Related Extended Duty 24/7 Fee Assistance: Provided at no additional cost for care beyond FCC regularly scheduled care hours. Individual Families are authorized up to 15 days for Extended Duty Childcare per year.

CHAPTER 5

CURRICULUM AND PROGRAMS

CHILD DEVELOPMENT CENTER (CDC)/FAMILY CHILDCARE (FCC) HOMES

Child Development Center (CDC): (Ages 6 weeks – Kindergarten) Offers on-post full day, part day, hourly childcare and before and after school care for Universal Pre-K and Kindergarten. Care is provided by trained staff and operations are subject to Department of Defense (DoD) Certification.

Family Child Care (FCC) Homes: (Ages 4 weeks-12 years) Offer full-day, part-day, and hourly childcare to include extended duty day, weekend care, 24-hour care as needed in a home environment. Care for up to six children (depending on mix of ages) is provided by trained, certified, and monitored FCC Providers in their own homes (privately owned and government owned or leased housing) and is subject to DoD Certification.

The Creative Curriculum is the authorized curriculum used in CDCs/FCC for children ages 0–5. The Teaching Strategies (TS) Gold developmental assessment, *Checkpoints*, will be used to document the progress of children. All activities will be developmental in nature and recognize children’s individual differences by providing an environment that encourages self-confidence, development of self-help and life skills, curiosity, creativity, and self-discipline as outlined in the Creative Curriculum. Concrete experiential learning activities encompass the following six domains: Social, Physical, Language/Literacy, Cognitive/Intellectual, Emotional and Cultural.

Typical child routines such as mealtimes, clean-up times, napping and rest times, and diapering and toileting are integral parts of the curriculum, not separate items between curriculum areas. Daily specific lesson plans and schedule along with weekly lesson plans are posted.

SCHOOL AGE CARE (SAC)

School Age Centers: (1st grade – 5th grade) Offers before and after school programs, summer care and camps during school vacations. Care is provided by trained staff and operations are subject to DoD Certification.

Curriculum and programming centers around the school age five (5) service areas: Education and STEM; Leadership and Service; The Arts; Sports and Recreation; and Health and Wellness. Children will have input into activity choices to ensure the activities meet their needs and interests. Documentation of child input into activities is on file in the program. Program choices are designed and implemented to meet a variety of child interests to cover a wide variety of skill, ability, and interest levels.

Daily schedules/lesson plans will be flexible, provide stability without being rigid, allow children to meet their physical needs (e.g., water, food, restrooms) in a relaxed way, allow children to move smoothly from one activity to another, usually at their own pace, and facilitate transitions when it is necessary for children to move as a group.

Program activities are offered in Life Skills, Citizenship and Leadership Programming. A variety of clubs and committees will be available to expand children’s interpersonal, speaking, and leadership skills.

Program choices will be offered to help children develop skills in independent living and life planning such as cooking, swimming, etc.

YOUTH CENTER (YC)

Youth Centers (YC): (6th grade – 12th grade) The Youth Center offers comprehensive, supervised program options (after school, weekends, field trips) and affordable, quality, predictable services that are easily accessible for eligible youth in grades 6 through 12, who are generally 11 – 18 years of age. Through formal partnership agreements with several nationally recognized youth-serving organizations, such as United States Department of Agriculture (USDA), 4-H and Boys & Girls Clubs of America (BGCA), youth have access to programs, standardized curricula, special events, scholarships, etc., no matter where they live. Supervision and programming are provided by trained staff and operations are subject to DoD Certification. Participants of the YC will follow the current Code of Conduct SOP. The SOP is located at the facility and upon request. Youth will be required to sign the Code of Conduct upon registering for the YC.

The Youth Center (YC) provides middle and high school students with positive youth development content related to the eight essential features and opportunities of a high-quality youth program: physical and psychological safety; supportive relationships; opportunities to belong; positive social norms; appropriate structure; support for efficacy and mattering; opportunities for skill building; and integration or family, school, and community efforts. Youth will work together with staff to ensure they have input into activity choices. Activities must meet the needs and interests of the youth. Intent is to have a combination of youth and adult choices in the lesson plan. Youth will help determine frequency. Activities will reflect the program's written philosophy and goals for youth in a prominent area.

Program opportunities will be offered in life skills, citizenship, and leadership in the following program areas:

- Youth Councils, such as Army Teen Panel (ATP) and Youth sponsorship (YSP) which will provide opportunities for youth to actively participate in planning and conducting youth programs.
- Volunteer Community Service, through BGCA Torch and Keystone Club, will provide opportunities for youth to actively learn through service to their community.
- Workforce Preparation provides opportunities for youth to prepare for successful entry into the workforce.
- Youth Technology Centers. Provides opportunities for youth to explore interests, enhance technology skills, and research information.

We encourage our Families and youth to share their culture, heritage, and home language throughout all curriculums.

YOUTH SPORTS AND FITNESS (YSF)

Youth Sports & Fitness Programs: (Ages 3-18 years) Offer developmentally appropriate opportunities for children and youth to be engaged in individual and team sports, competitions, skill building clinics, and nutrition and health classes that foster development of life-long healthy habits. Provided by trained CYS employees and volunteer coaches in a variety of settings including Youth Centers, MWR Facilities, Schools, community fields and facilities.

National Alliance for Youth Sports (NAYS): NAYS is the nation's leading youth sports educator and advocate with national programs that educate administrators, coaches, officials and parents about their roles and responsibilities in the context of youth sports, in addition to offering youth development programs for children. Since 1993, the National Alliance for Youth Sports has created a unique partnership to bring quality youth sports programs to children on military bases around the world. Through NAYS CYC offers: youth sports coaches certification, youth sports officials training services, parental sports education and marketing services, Start Smart Sports Development Program for Child Development Services, and on site and on-line educational forums on Army installations worldwide.

The Youth Sports and Fitness Program utilize a comprehensive framework to ensure the physical, cognitive, social, and emotional needs of youth are addressed.

Youth Sports is comprised of Four Service Areas to meet the core requirements:

- Team Sports
- Individual Sports
- Fitness and Health
- Outreach

Team Sports are offered for all children ages five and above in the following sports:

- Baseball/T-Ball
- Softball
- Soccer
- Basketball
- Dodgeball
- Cheerleading
- Volleyball
- Flag Football

Individual Sports are offered in at least three locally selected sports. A minimum of one Fitness and Health option is offered anytime during the year, such as healthy lifestyles, healthy eating, personal hygiene, etc.

Fitness and Health programs focus on nutrition education/counseling and health promotion. These programs are implemented throughout the CYC system.

- Nutrition, Counseling or Health activities/event. At least one other locally determined option (i.e. aerobics, swimming laps, weightlifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.).

Outreach programs are offered in CDC, SAC, YC and FCC in four areas throughout the year.

- Intramurals (SAC/YC)
- Motor Skill Activities (CDC/SAC) i.e., Start Smart
- Skill Building Clinics (all)
- MWR Partnerships (SAC/YC) i.e., Gymnasium, Outdoor Recreation

A minimum of one additional outreach activity (usually a special event or camp) is offered.

INSTRUCTIONAL PROGRAM

Instructional Program: (Ages 3-18 years) Offers a range of out of school classes, e.g., music, dance, martial arts, gymnastics, technology, life skills, and SAT prep designed to complement, expand, and support the academic, life skills, and athletic experiences children and youth have within Army CYS Programs and Schools. Instructional Programs are provided by CYS employees and contract instructors in a variety of settings, which may include Child Development Centers, School Age Programs, MWR and Community Facilities and Schools.

PARENT CENTRAL SERVICES

Parent Central Services: (Ages 0-18 years) Offers registration, enrollment, records transfer, parent education classes, babysitter training and referral services for families. Includes CYS Parent Advisory Board (PAB), and non-traditional outreach services. Provides program information, through email messages, and contributes to websites of interest to parents.

SCHOOL SUPPORT SERVICES

School Support Services: (Grades K-12) The purpose of School Support Services is to reduce the conflict between military mission requirements and parental responsibilities related to K-12 education. School Support Services provides a variety of programmatic strategies and resources to achieve this mission and to support academic success and wellness for Army children and youth.

School Liaison Officers (SLOs): Have strong educational backgrounds and are located on each Army garrison. SLOs provide support to Garrison Commanders, Army Families and school districts. SLO's advise garrison command staff on matters related to schools; assist Army Families with school issues; communicate information and support services to Army families and schools; support Army Families during school transitions; collaborate with school districts to build positive relationships and address issues that impact Army students; facilitate training for parents, schools, and garrisons; foster reciprocal transition practices among school districts and increase school transition predictability for Army Families.

Homeschool Support: Provided to families who choose to homeschool their children. SLOs gather and share policies and resources to help these families overcome unique challenges and barriers.

Homework Centers (K-12 grades): Create a safe and familiar before and after-school academic support environment in SAC and the YC.

Youth Sponsorship Program provides relocation and school transition support to include pre-arrival, arrival, and pre-departure services to youth by providing information, a sense of belonging and opportunity to make friends.

Tutor.Com (K-1st Yr. College): Offers free, online tutoring services to dependent children of active-duty Army personnel, dependent children of deployed Army National Guard personnel, dependent children of deployed Army Reserve personnel, dependent children of Army Wounded

Warriors/Survivors, inactive/part-time Army National Guard personnel and their dependents and inactive/part- time Army.

DEPLOYMENT SUPPORT SERVICES

Youth Technology Labs (YTLs): (Ages 6-18 years) Provide a safe, secure, and age-appropriate place where children and youth can engage in technology-based activities and programs; both key to linking youth with their deployed parents and serving as a vital component of CYS Homework Centers.



Official Website:
zama.armymwr.com



MWR Facebook:
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