



U.S. Army Child, Youth & School Services



PARENT HANDBOOK USAG STUTTGART



Updated as of 05/10/2013

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Introduction

Welcome to the US Army Garrison – Stuttgart Child, Youth and School Services (CYS Services) Programs, covering the Stuttgart military community. Whether you are enrolling your child in full day, part day, hourly care, before/after school, middle school/teen programs, sports, or instructional activities, we are happy to have him/her in our program and hope that the time spent with us will be a positive experience.

Our programs are operated in accordance with IMCOM-Europe policies, procedures and Army Regulations. Our goal is to help each child/youth develop to his/her potential. We feel we have the responsibility to help develop the whole child: positive self concept, strong emotional well-being, productive social interactions, intellectual and physical growth. We strive to provide a safe environment, enriching experiences, and warm, loving care for your child during his/her stay with us.

This handbook is designed to provide some basic information about our programs' operating policies and procedures. Additional or more specific information can be found in AR 608-10, and in our local Standing Operating Procedures (SOPs) available at each program. The child care experience can be enhanced through a strong parent and staff relationship. Your questions, comments, and suggestions are always welcome. We encourage you to participate in the many opportunities offered for parent involvement; such as the parent advisory committee, training workshops, volunteer activities, special events, and daily interchange with your child's caregivers.

Thank you for entrusting us to provide for the care, love, and nurturing of your child. The more you know about CYS Services and the people who provide care for your children, the more you can help assure that your child is receiving the best possible care.

*Child, Youth and School Services Staff
US Army Garrison - Stuttgart*

Contact Information

CYS Services Administration

Administration	BLDG 2347	0711-680-7466 / DSN 430-7466
Parent Central Services	BLDG 2347	0711-680-7480 / 7483 / 7488 DSN 430-7480 / 7483 / 7488

Child Development Centers

Patch CDC	BLDG 2347	0711-680-5123 / DSN 430-5123
Panzer CDC	BLDG 3169	07031-15-2619 / DSN 431-2619
Kelley CDC Annex	BLDG 3352	0711-729-2541 / DSN 421-2541
Kelley CDC	BLDG 3368	0711-729-2056 / DSN 421-2056

School Age Centers

Patch SAC	BLDG 2312	0711-680-4494 / DSN 430-4494
Panzer SAC	BLDG 3163	07031-15-2624 / DSN 431-2624
Kelley SAC	BLDG 3369	0711-729-2975 / DSN 421-2975
Robinson SAC	BLDG 151	0711-819-7017 / DSN 420-7017

Family Child Care (Patch)

Administrative Offices	BLDG 2347	0711-680-4047 / DSN 430-4047
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Youth Centers

Patch YC	BLDG 2337	0711-680-7204 / DSN 430-7204
Panzer YC	BLDG 3166	07031-15-3040 / DSN 431-3040
Robinson YC	BLDG 151	0711-819-7189 / DSN 420-7189

Sports and Fitness (Panzer)

BLDG 3162	07031-15-2616 / DSN 431-2616
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School Liaison Officer (Patch)

BLDG 2347	0711-680-7465 / DSN 430-7465
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SKIES (Patch)

BLDG 2347	0711-680-6281 / DSN 430-6281
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Outreach Services

BLDG 2347	0711-680-7464 / DSN 430-7464
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EDGE! Program

BLDG 2347	0711-680-8214 / DSN 430-8214
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HIRED

BLDG 2337	0711-680-7204 / DSN 430-7204
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What Is Child, Youth and School Services?

Child, Youth and School Services is a Department of Army initiative to provide Families with a high quality and more predictable service. The long-term goal is to provide our children, youth, and their parents, with programming and services that are predictable on Army installations worldwide. This includes everything from types of services offered, registration processes, programs offered, and quality levels.

CYS SERVICES MISSION

The mission of CYS Services is to support readiness and well-being of Families by reducing the conflict between military mission requirements and parental responsibilities. The goals of Stuttgart, CYS Services are the following:

1. Increase availability through child care options and supervised youth programs
2. Improve quality by pursuing nationally recognized accreditation standards
3. Maintain affordability for both Soldiers and the Army
4. Ensure accountability by requiring measurable outcomes



CYS SERVICES PHILOSOPHY

Stuttgart Child, Youth and School Services programs are based on the belief that all children and youth have the right to care that recognizes the uniqueness and individuality of each child/youth. Children and youth must be afforded the opportunity to learn through play, to interact with their environment, and to be actively involved with caring adults. It is through understanding and supporting children's play that we foster children's ability to understand and deal with the world, develop positive self-images, and explore their interests. We believe that each child is capable and should be afforded an age-appropriate environment that offers activity choices to enhance their development.



Social interaction with peers, older and younger children, and adults form the environment in which learning takes place. Repeated experiences with familiar objects and people, in a safe and healthy environment, help children form accurate concepts of their world and they learn to trust people. All children have needs in physical, social, emotional, and cognitive areas of development. We strive to ensure that the staff, programs, and environments provide for the needs of all enrolled children in each of these areas of

development, as well as honoring the diversity of each child and his/her Family. These needs are met through planning based on observations of the child, their emerging needs, interests, and recognition of what skills they have already mastered. School age children and teens are encouraged to play an active role in planning and assessing activities and meeting the needs and interests of the group. This type of developmental programming is only possible when parents, children, and staff work as a team.

Our goals are to enhance:

- ◇ Physical growth by providing activities and opportunities which promote children's health and fitness through large muscle activities for young children, and sports and recreation for older children.
- ◇ Social/emotional growth by offering an inviting and pleasant environment, which fosters developmental conflict resolution skills, and provides many opportunities for building children's self-esteem. We provide an atmosphere of appreciation and acceptance for diverse people and cultures.
- ◇ Cognitive (intellectual) development by providing a stimulating environment, introduction to new experiences, and social interactions with adults and other children to broaden thinking skills. We also provide educational opportunities and activities that support what children and youth are learning in school.
- ◇ Creative development by offering opportunities for children's artistic expression and for their appreciation of the arts, both visual and performing.

Our programs maintain the highest standards of quality by meeting the requirements of The National Association for the Education of Young Children (NAEYC) accrediting program for children birth thru kindergarten and the Council of Accreditation (COA) accrediting program for school age children 1st thru 5th grade. Our youth/teen programs meet the Commitment to Quality Impact Assessment standards of the National Boys and Girls Club of America (BGCA). Our Family Child Care Programs offer a National Association of Family Child Care (NAFCC) certification.



The role of the adults (parent, teacher, caregiver, FCC Home Provider) in the curriculum is vital. Strong, supportive, nurturing, and adaptable staff members are necessary to structure the environment so that learning opportunities are increased as children explore the environment. As adults interact in a positive manner with children, constructive and rewarding relationships are formed. These serve as the basis



for the child's own successful social interactions. When staff members and parents display respect for each other as well as children, all groups benefit.

STAFF TRAINING AND QUALIFICATIONS



All Child, Youth and School Services staff undergo extensive background clearances to ensure that only the best qualified candidates are selected to work with your children. The majority of these checks are completed prior to employment. All applicants with inquiries are screened with the National Agency Check, and undergo local background checks with the Army Central Registry, Alcohol and Substance Abuse, Military Police, Behavioral Health, and Criminal Investigation Division (CID). Staff members do not work alone with children unless all of their background checks are completed.

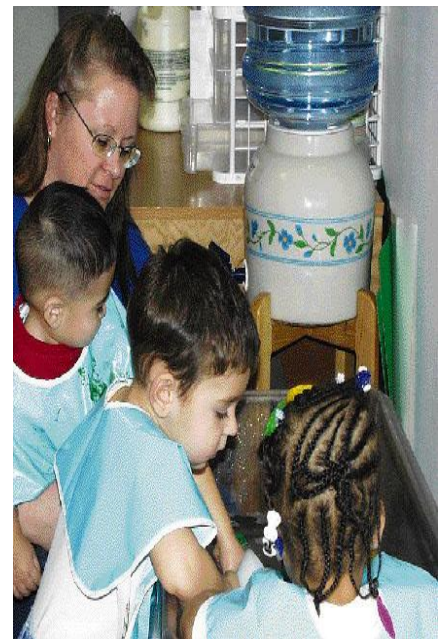
Before they are permitted to work directly with children, every employee must complete a training program. After initial training is completed, CYS Services staff must complete additional training of, at minimum, 24 units per year.

Training includes CPR, First Aid, Medication Administration, Basic Food Handlers, Asthma, Communicable Diseases, Blood Borne Pathogens, Sudden Infant Death Syndrome, Family Style Dining, Child Abuse Recognition, Prevention and Reporting, Developmental Programming, Child Growth and Development, Child Guidance, Environments, and other classes, which support quality care giving.



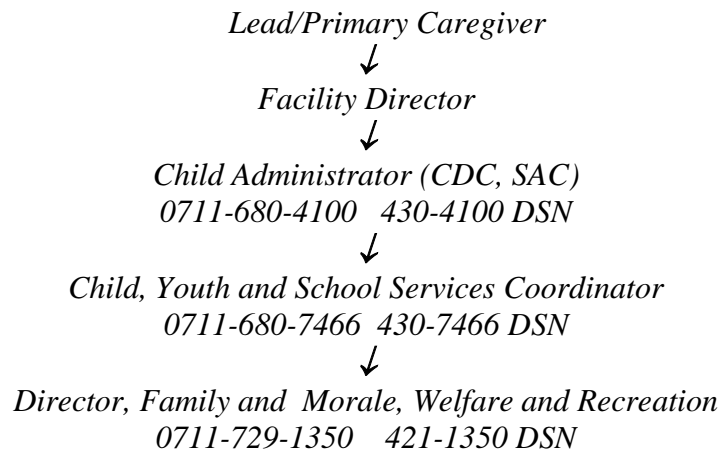
We are extremely fortunate that many of our staff, besides being caring and nurturing, are truly interested in professional development. Some of our direct care staff take college applicable level courses, others have received, or are pursuing, Credentials. The Child Development Associate (CDA) Credential is a nationally recognized credential that is only given to individuals who have demonstrated competency in working with young children. The Military School Age (MSA) Credential is the nationally recognized credential awarded to

individuals who have demonstrated competency in working with school age children in a group setting. For those working with youth, the Youth Lab Practicum (YP) is available for further professional development for staff working with middle school youth and teens.



CHAIN OF COMMAND

The most effective place to solve concerns is at the primary caregiver level. However, sometimes situations arise that need to be referred through the chain of command. Please do not hesitate to use our chain of command to provide input about CYS Services programs, both positive and negative. Our chain of command is:



If you are dissatisfied with services, please do not leave the program without talking to your child's caregiver. Problems addressed on the spot are more readily resolved.

STANDING OPERATING PROCEDURES

Standing Operating Procedures (SOPs) are developed to provide local guidance to CYS Services employees and patrons. All SOPs are available for review upon request.

PROGRAM OPTIONS

Stuttgart Child, Youth and School Services offer a variety of programs for children/youth ages 6 weeks through 12th grade. Once children and youth are registered with CYS Services, they are eligible for a variety of services based on their age or grade. The core CYS Services programs are:

CHILD DEVELOPMENT CENTERS (CDC)

There are four CDCs in the USAG Stuttgart (Patch Barracks, Panzer Kaserne, and two on Kelley Barracks) serving children 6 weeks through entry to first grade. Types of care offered within the Garrison include full-time, part-time, part day pre-school and part day Pre-K and hourly.



Part Day Pre-school Programs are facilitated at all of our CDCs. Whether pre-schoolers are new to our program or making the big transition from toddlers, they are going to be encouraged to become more independent through daily routines, life skills, and small and large group social interactions. Our teaching curriculum will help your preschooler perfect their gross motor skills and further improve their fine motor skills. It is also designed to help your little one build problem solving skills, experiment with language and sounds, and help them learn to better manage their feelings with the help of our teachers. As they master certain skills and reach different milestones, they will be ready for the more structured environment they will experience in our Pre –K programs. Your child must be 3 years of age on or before 1 September to be eligible for this program.

The Strong Beginnings Pre-K Program is designed to prepare children to be successful to enter school. The curriculum focuses on the social, emotional, and physical development of children; and equips them with basic academic and “Kindergarten Classroom Etiquette” skills to enhance school readiness. The “Creative Curriculum” is supplemented by literacy, social studies and math publications.

Children must be 4 years of age by 1 September of the current year. Both part day programs’ schedules mirror the Department of Defense school calendar.

SCHOOL AGE CENTERS (SAC)

All four installations offer a SAC program for children currently attending grades 1-5. School Age programs encompass the Four Service Areas: Sports, Fitness and Health, Life Skills, Citizenship, Leadership, Arts Recreation and Leisure and Mentorship and Supplemental Services. These components make up the programming of our daily schedule. Before and/or After School programs, hourly care, and camps during school vacations are offered.



YOUTH CENTERS (YC)

There are three YC programs located in the USAG Stuttgart (Patch, Panzer, Robinson). The YCs offer special programming for Middle School aged youth grades 6 through 8, as well as teen oriented programs for youth in grades 9 through 12. The Youth Program framework consists of four services areas: Youth Sports, Fitness and Health Options; Arts, Recreation and Leisure Activities; Life Skills, Citizenship and Leadership Opportunities; and Academic Support, Mentoring, Intervention and Support Services. The YC gives youth and teens an opportunity to participate in youth councils and community service projects, utilize the computer lab and homework center, or just hang out and have fun with friends. Camps, special events, field trips, and travel opportunities are also offered at various times throughout the year for a minimal fee.



* The SAC and YC programs are members of the Boys and Girls Clubs of America and 4-H. The centers offer a number of programs sponsored by BGCA and 4-H. These programs focus on building self esteem, confidence, leadership, and positive youth outcomes.

FAMILY CHILD CARE HOMES (FCC)

FCC Homes are an integral part of CYS Services and is a viable child care option for many patrons in the USAG Stuttgart. FCC care is offered for children 6 weeks through 12 years of age, and include full-time, part-time, before and/or after school, hourly, and extended hours care. FCC Homes offer developmentally appropriate activities within a small group settings and flexible hours for parents with unusual work schedules. All FCC providers must register with CYS Services and be certified prior to opening their home for child care. FCC homes undergo frequent observations and inspections by FCC Staff as well as health and sanitation, fire, and safety proponents.

YOUTH SPORTS AND FITNESS

Youth Sports and Fitness is the point of contact for nearly all sports programs. A variety of sport and fitness programs are available year round for all children 3 through 18 years of age. The program consists of 4 core areas: Team Sports, Individual Sports, Fitness and Health, and Outreach Services team. These programs rely heavily on volunteer coaches so parents are regularly just as involved as the youth in this department.



SCHOOL LIAISON SERVICES

The School Liaison Officer is tasked with managing, coordinating, and facilitating educational support services that maximize the opportunity for academic success for military children. Our School Liaison Officer supports CYS Services mission by mobilizing and using community resources to reduce the impact of the mobile military lifestyle on military children/youth.

- ◇ Implementing predictable support services that assist children/youth with relocations, life transitions, and in achieving success.
- ◇ Providing access for parents of children/youth, commanders and communities to a wide range of resources that facilitate school transitions.

The goals of the School Liaison Office are to:

- ◇ Identify and address barriers that are detrimental to the academic success and smooth transitions of military families.
- ◇ Promote parent and community involvement in youth education
- ◇ Develop and coordinate partners in education initiatives.
- ◇ Provide parents with the tools to overcome obstacles to academic success that children encounter as a result of being in an ever-changing educational environment.

Home School

In the Stuttgart Community, many parents choose to home school their children. Home schoolers may use post facilities to enhance their studies as well as participate in DoDDS related music, science, and extra-curricular activities. CYS Services supports Families who wish to utilize this option and provides support to them via the Youth Centers.



SCHOOL OF KNOWLEDGE, INSPIRATION, EXPLORATION AND SKILLS UNLIMITED (SKIES UNLIMITED)

A variety of instructional classes for infants through teens are offered. Some classes offered include piano, dance, karate, gymnastics, voice, kinder music, and more. The classes offered vary yearly and are highly reliant on what skills our current community members are willing to share.

PARENT AND OUTREACH SERVICES

CYS Services offers a host of outreach services to include special openings, parents day/night out, playgroups, special events and child care for Family Readiness Groups and unit events. When PCS'ing to your new duty station, we are able to export your current information to the gaining Army activity at your next duty station; making your transition a little easier. Other programs such as parent education classes, babysitter training and program referrals are all included and provided by parent and outreach services.

EDGE! PROGRAM

The EDGE! Program offers out-of-school opportunities for children and youth (1st through 12th grade) to experience, develop, grow and excel by participating in cutting-edge art, fitness, life skills and adventure activities, known as Art EDGE!, Fit EDGE!, Life EDGE!, and Adventure EDGE!. Classes take place in a variety of FMWR facilities.

HIRED!

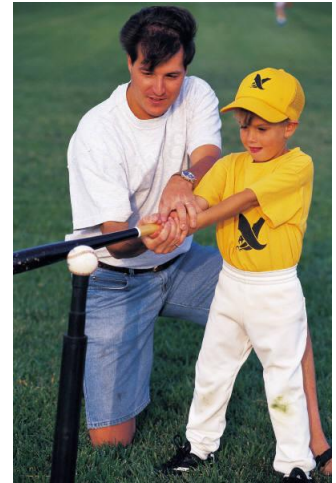
The HIRED! Program provides teen work apprentice opportunities for youth ages 15-18 years of age. This includes workforce preparation classes while teens are assigned to work after school and weekends in a variety of programs, e.g., food service, child care, and outdoor recreation.

YOUTH SPONSORSHIP

The program is designed to assist new youth in the community with adjusting to the Stuttgart area. The SAC and YC assigns a child/youth sponsor of similar age and interests. When the new child/youth arrives, the sponsor shows them around the installation and introduces them to other peers. The program aims to reduce the stress of moving, provide an age-appropriate orientation to the community, and help newcomers adjust more smoothly into the community and make friends quicker and easier.

CHILDREN/YOUTH WITH SPECIAL NEEDS

Children with special needs are integrated into regular CYS Services programs depending on the ability of the program to meet the child's individual needs. Decisions on appropriate inclusive practices are handled on a case-by-case basis by a Special Needs Accommodation Process (SNAP) team. Parents are a vital part of this team. SNAP meetings are held on a case-by-case basis when a child with documented special needs first arrives in our community and before the child registers for CYS Services. The SNAP team ensures the best match can be made between a child's individual needs and the specific characteristics of a program. The staff is provided with specialized training as needed to support the child. If your child has any special needs please bring it to the attention of the Parent Central Services staff during the registration process so that we can work with you for a smooth transition into our programs.



When concerns about development, behavior, or adjustment arise regarding a child already attending any of our programs, staff work directly with their trainer, and with parents, to address the child's needs. The concerns may be referred to the Behavioral Management Team and/or a SNAP Team.

ELIGIBILITY

Any child between 6 weeks of age and the 12th grade who is a Family member of active duty military, Department of Defense (DoD) civilian personnel paid from either appropriated funds (APF) or non-appropriated funds (NAF), reservists on active duty or in training, and DoD contractors, are eligible to use services in appropriated CYS Services operated program. (Outreach Services, CDC, FCC, SAC, YC, SKIES, EDGE! and Sports and Fitness).

WAITING LISTS



Upon completing the Waiting List Application your child care needs will be determined by the Parent Central Services staff in accordance with Department of Army, IMCOM Europe, and community policies. Once a determination has been made, your child will be placed on one of the following waiting lists under the appropriate priority status:

Projected Demand Waiting List: This waiting list is for unborn children, and children transferring to the installation whose parents have requested care prior to arrival. The primary purpose of this list is to provide our CYS Services administration with a view of what the community child care needs will be in the immediate future so that program decisions can be made accordingly. If your unborn child is placed on this list, please remember it is the parent's

responsibility to notify Parent Central Services with the child's name and birth date no more than 6 weeks prior to needing care. It is at this time that your infant will be moved to the other waiting list.

Excess Demand Waiting List: This waiting list is for single or dual working parents needing immediate child care. There is no preference for installations; the intent is to minimize the impact of lack of child care on the mission. This list is used to provide immediate child care options (CDC, SAC or FCC) until your preferred facility/program has available space. The priorities on this waiting list are as follows:

- ◇ *Priority 1* is for single parents
- ◇ *Priority 2* is for dual working parents. Both parents must have verifiable employment at the time requesting care to receive Priority 2 status.
- ◇ *Priority 3* is for those who have a full time student status or volunteer a minimum of 20 hours per week (written documentation required from organization).
- ◇ *Priority 4* is for all other eligible patrons

After Families have accepted a space, they may place their child on the preference for care list for the facility that they desire. Families not accepting the space may be removed from the list or placed at the bottom of the list.

Preference for Care Waiting List: This waiting list is used for children who are currently enrolled in a CDC, FCC home, or SAC. The priorities on this wait list are as follows:

- ◇ *Priority 1* is for children displaced from a CDC/SAC/FCC program
- ◇ *Priority 2* is for those children whose siblings already attend a CDC/SAC/FCC program on that installation.

Important Information (failure to comply results in loss of waiting list placement/childcare slot):

- ◇ All patrons are responsible for ensuring Parent Central Services has current contact information.
- ◇ It is the patron's responsibility to notify Parent Central Services within 48 hours to accept/decline an offered slot.
- ◇ Once offered a child care slot, it can be held at no charge for two weeks, and up to four additional weeks at full cost to the family. Child may start care during this time frame.

REGISTRATION

Parents must register their child(ren) at Parent Central Services prior to utilizing a CYS Services program. The registration year runs one year from the date the *first* child is registered. All registrations must be updated annually.

Registration requirements prior to enrollment and annually include:

- ✓ Copy of LES, wage statement, W-2 forms, retirement statement and/or other income documentation for both sponsor and spouse
- ✓ Schedule C (IRS return) from previous year to demonstrate wages from self employments
- ✓ Up to Date Immunization Records
- ✓ Health Screening Tool
- ✓ Sponsor Consent Form
- ✓ Two local emergency telephone numbers other than sponsor and spouse.



Patrons have 30 days from registration to provide the following:

- ✓ Health Assessment
- ✓ Single/dual military must provide a signed Family Care Plan

Parent Central Services staff will maintain a file on site as well as provide the patron with copies of the files for each child. Parents are responsible for maintaining/updating these files and we ask you provide a copy to the program they utilize for care.

Patrons are responsible for making sure all information on their child's paperwork is complete and accurate. If, during the course of the year, information changes (i.e. phone numbers, addresses, child's health, emergency contacts, income, employment status, etc.) patrons must update the applicable forms. In an emergency situation, accurate information saves valuable time.

ENROLLMENT

Once your child has been accepted for a full day or part day program space, and registered with the Parent Central Services Office, patrons must schedule an orientation with the appropriate program. During the orientation, program staff reviews the registration information with parents and explains individual program policies and procedures. In addition, you will be given a tour of the center/site and have the opportunity to meet the staff that will be working with your child (ren). NOTE: The orientation is required before a child's first day of attendance at a CDC, FCC, or SAC program.

PROGRAM FEES / PAYMENT

FEES

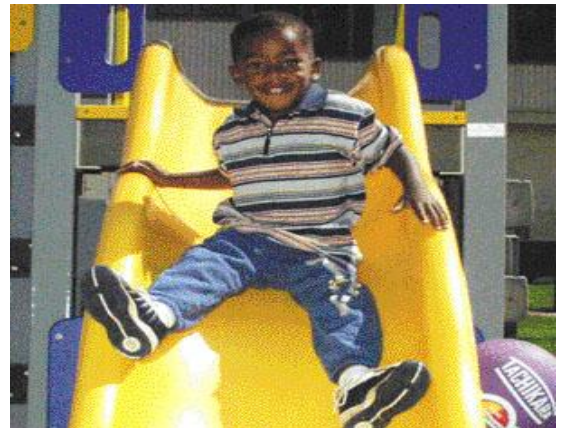
Upon acceptance of a child care space, parents are required to make a non-refundable payment of 10% of their child care fee for all programs. The amount will be credited to the first month's payment. This payment will not be refunded if the space is later declined.

All CYS Services child care program fees are determined by the total family income as directed by Department of Defense, Department of the Army, and Installation Management Command guidance. All programs within IMCOM-Europe follow the same fee policy. Copies of the fee policy are available through Parent Central Services. During the registration process families will have the opportunity to elect either a (2) week Vacation/Leave option or (4) week Vacation/Leave option. Election is valid for (1) year and can only be changed during the registration/re-registration process. The fee schedule for both options are different and refunds will not be authorized for the selection of the (2 or 4) week Vacation/Leave options.

Parents must provide a recent Leave and Earning Statement (LES), pay check stub, or W-2 when completing the fee application during the registration process. Parents not providing this documentation will be automatically charged the highest rate. Child care fees are subject to change, but a 30 day advance notice will be given if such a change becomes necessary. A 15% multiple-child discount is applied to the lowest fee of additional children in a family who are receiving care at a CYS Services facility.

PAYMENT

Fees for hourly care must be paid at the completion of the hourly care appointment. All other child care payments are made in advance of actual services. Fees are payable either monthly or semi-monthly (two times per month). Late payment fees apply to each account/child, not to each family. All fees will be paid by the 5th working day of the pay period (beginning or mid month). On the 6th working day of the pay period, a \$2.00 per child, per day, per payment cycle (semi-monthly or monthly), may be charged and care will be denied if fees are not paid in full.



ABSENTEEISM

No credit or refunds are issued for child absenteeism due to regular childhood illness or injuries, inclement weather, training holidays, or facility closures of short duration (one or two days). The CYS Services Coordinator can grant exceptions under special circumstances. Special circumstances are limited to unexpected prolonged absence (10 days or more) due to serious illness and Family emergency when supported by Red Cross message, emergency leave orders, or other documentation. Patrons requesting refunds for circumstances outside the scope of this policy must submit a request in writing to the CYS Services Coordinator.

LEAVE PROVISION

Fees are determined annually and include a 2-week leave or 4-week leave provision. Parents must use this leave in blocks of 5 or 10 consecutive workdays. Advance written notice of at least two weeks must be provided. Unused leave will not be carried over from one enrollment year to the next, or credited. Leave can be used for any purpose (i.e. vacation, illness, etc). Child must be absent from CYS Services program for leave policy to be applied.

PROGRAM WITHDRAWAL

You must give at least two (2) weeks written notice of intent to withdraw your child from a full or part day program. This notice is necessary so that vacancies can be quickly filled. If notice is not given, charges for services will continue. If the minimum two-week notice is given after a monthly payment is made, you may be entitled to a partial refund. Refunds will not be authorized for unused vacation/leave provision. All refunds are calculated based on an average 21-day month. Please note that your two-week or four-week leave provision can be used in conjunction with your withdrawal, if vacation/leave provision time remains.

CYS SERVICES STAFF TO CHILD RATIOS AND GROUP SIZE

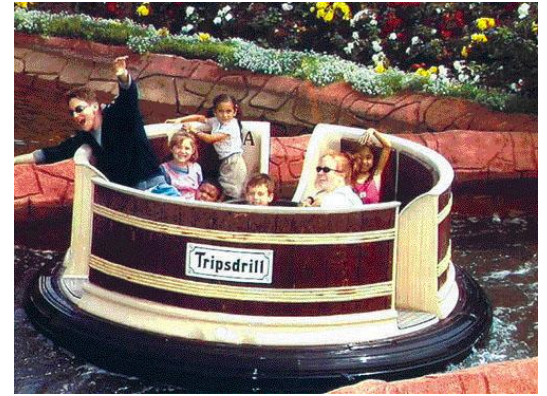
Group	Ages	Adults to Child
Infants	6 weeks to 12 months	1 to 4
Pre-Toddlers	12 months to 24 months	1 to 5
Toddlers	24 months to 3 years	1 to 7
Preschoolers	3 years to 5 years	1 to 10
Kindergarten	Currently attending Kindergarten	1 to 12
School Age	1 st through 5 th Grade	1 to 15
Middle School	6 th through 8 th Grade	1 to 15
Teen Program	9 th through 12 th Grade	1 to 15

****See "Transitioning" section of this handbook.*

TRANSITIONING

Children and youth transition to the next CYS Services program (i.e. CDC to SAC, SAC to Middle School, and Middle School to Teen) at the *beginning* of the school year only!

Within the Child Development Centers, children will be moved to an older age group room when the CYS Services Staff and Director determine that the child has the necessary skills to adjust to the older age group AND a space becomes available in the receiving classroom. Parents will be contacted when a move is being considered. The child will be introduced to the receiving staff members and a gradual transition will begin. The child will make several visits to the new room to participate in the scheduled activities. The transitioning period will usually extend over three days, with each visit being a little longer than the last. Parents will be kept informed of the child's adjustment. When the child is comfortable with the change, he/she will join his/her new friends on a full time basis.



DROPPING OFF AND PICKING UP CHILDREN



Patrons utilizing Child Development Centers, Family Child Care, or School Age Centers programs are required to sign their child(ren) in and out of the program. Youth participating in the Middle School and Teen programs are required to sign themselves in and out of the program. Parents may request notification prior to their youth signing themselves out. Parents of younger children (through age 7 years) participating in sports and instructional activities must remain on site for all practices and games.

Children enrolled in the Patch, Panzer, or Robinson after-school program will be met by SAC staff at a designated location on the school grounds. The group will then walk together to the SAC building, where the staff will sign them into the program. Students attending the after school program at Kelley will ride the school bus to the SAC facility.

When arriving at a CYS Services facility, parents should assist their child in removing hats, gloves, etc. Parents remain responsible for the safety and guidance of their children until they are greeted by the caregiver. At the end of the day, parents should allow their child enough time to clean up before leaving. Parents should also look for special notes/papers in the cubbies or designated parent information area in the room.



In emergency or unusual situations, parents may authorize someone who is at least 13 years of age to pick up or drop off their child. These individuals must be notated in the Child and Youth Management System (CYMS) and in the child's file as emergency notification and release designees. CDC, SAC, and FCC request a courtesy notification when using alternate pick-up unless it is an emergency situation. Advance notification in writing is preferred.

Children will not be allowed to leave the facility with an unauthorized person. In School Age Centers, if your child is not at the pick-up point after school, the staff will make all reasonable attempts to locate a child assigned to their care (checking w/ school office). If a child's whereabouts are unknown staff will call the parents as soon as possible. If parent contact is unsuccessful the Military Police will be notified to assist.



MEALS AND SNACKS

We provide wholesome, healthy foods for your child/youth attending any CDC, SAC and FCC Program. Our menus are based on United States Department of Agriculture (USDA) Guidelines. The menus are posted and a copy may be obtained upon request. Breakfast, lunch, and snack are provided to children who are in care during meal times. All meals are served family style as part of the developmental learning process in the CDCs. The SAC program uses buffet style dining, while the YC snacks are a la carte. Parents are welcome to join their child for any meal or snack, but must make prior arrangements with management so that sufficient food is prepared. Due to health requirements, no food can be brought into the program by patrons; with the exception of prepared infant bottles. Children with severe food allergies may receive an exception to policy if granted by the SNAP team. Special dietary requirements must be documented by a physician for health reasons or by a clergy/chaplain for religious reasons.

Children participate in meal time preparation by setting tables with the adults, bringing food to the tables, serving their own food from bowls on the tables, and pouring their own drink. When they have finished eating the children clear their place and return their plate to the food cart or sink area. With appropriate staff guidance, school age children and youth can plan, prepare, serve, eat, and clean up an entire meal or snack.

One goal of family style dining is to help children enjoy mealtime and to enhance their social skills. Adults eat with the children and encourage positive social interactions. Children's fine motor coordination is improved through participation in family style dining. Independence and opportunities for decision-making are included in this activity. Make an effort on occasion to join your child or youth in the family style dining experience.

INFANT FOOD AND FORMULA

If you are a parent of an infant, we will provide you the formula but parents are required to provide prepared bottles of formula/breast milk until your infant is 12 months of age. Formula must be brought to the program daily in single serving (the amount your child normally takes at one feeding), unbreakable bottles, labeled with the child's first and last name and date. Note: Glass bottles are not allowed. Our regulations do not permit us to mix medications or cereal with the formula/breast milk in baby bottles. We feed infants based on their schedule and your instructions. Please leave instructions with staff when you drop your child off. Mothers who are breast-feeding are welcome to do so at any time during the day. If you are uncomfortable feeding your baby in the classroom, let us know and we will find a quiet place for you and your infant.



CLOTHING / DIAPER REQUIREMENTS

CLOTHING

Children are involved in developmental activities each day. Many activities such as cooking, water, and sand play are messy. Please dress your child appropriately for a busy day. Clothing that can take “wear and tear” is best. We cannot guarantee that your child will be spotless at the end of the day.

We take all children outside on a daily basis, weather permitting. This includes cold weather days. Please provide outerwear appropriate for the weather. You may wish to send a cap or hat for outside play even in the summer. It will protect your child’s face from the sun and his/her hair from the sand. It is the parent’s responsibility to ensure that children are dressed appropriately for the weather.

All CDC/FCC and School Age children need a full change of clothes, including underwear. Children who are potty training need several changes of clothing. These may be left at the program, or brought to and from the program daily. A bag labeled with your child’s name will be helpful for those extra clothes, supplies, etc. you might wish to bring each day. Label all of your child’s clothing with his/her first and last name. Items sometimes are misplaced and many of our children wear the same or similar clothing. We do not assume responsibility for items that are lost or left at the program. Frequently check the lost and found for missing items.



DIAPERS

For health reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when a physician’s statement documenting the medical need for their use is provided. If your child uses diapers, you must bring a sufficient supply of diapers and wipes. A sufficient supply of diapers is defined as one diaper per hour that the child is in care plus two for emergencies. Diapers are checked regularly and changed promptly. Diapers and wipes should be labeled with the child’s first and last name.

TOILET LEARNING



Toilet learning 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. Please consult with the staff in your child’s room before beginning 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 bring sufficient changes of clothing.

NAP TIME / QUIET TIME

CDC/FCC children enrolled in full day programs or hourly care have a rest period following lunch. Children who need a nap may sleep; others may use this time to look at books or engage in some other quiet activity. *Note: Naps for infants follow the infant's own schedules.*

CELEBRATIONS

Child, School and Youth Services have developed a set of guidelines that emphasize the importance of universal cultural and religious values as reflected in the ten Federal Holidays. These will be observed as “core holidays” in Army CYS Services programs. Installation Parent Advisory Councils (PAC) can select other holidays for program observance, which are reflective of ethnic composition, and interests of the Families attending child care programs.

The CYS Services staff will plan an observance at any one of three levels depending on the age of the children, local customs of the geographical location, and the relevance of the holiday to military Families. These celebrations will provide opportunities to enhance a child's learning, encourage parent participation, and foster community interactions with CYS Services programs.

This approach to holiday celebrations recognizes that parents have the primary responsibility for teaching values. Child, Youth and School Services can support their efforts by introducing national and Army values in program settings and providing continuity between program, community, and home practices.

Children's birthdays and special events may be celebrated at the program and parents are encouraged to attend. We have learned, however, that elaborate parties and fancy cakes encourage competitiveness among the children for the “best” party and take some of the joy and pleasure out of the celebration. The children enjoy planning and preparing special snacks for these celebrations. Please do not bring candy, gum, or individual party favors to the program for these occasions.

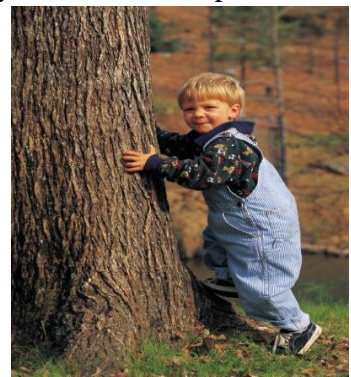


HEALTH REQUIREMENTS

ILLNESS CRITERIA FOR DENIAL OF SERVICE

We take all reasonable precautions to offer a healthy environment for children. Upon arrival at the program, staff will screen each child for any signs of illness or symptoms of contagious disease. Your child may be denied admission if staff notice these signs of illness. You may feel that these procedures are an inconvenience, but they are for the benefit of the children. Outlined below is the illness criterion from AE 608-10-1 for denial of service:

- ◇ Temperature in excess of 100.5 degrees Fahrenheit for children under 3 months of age, and in excess of 101 degrees Fahrenheit



for children over 3 months of age. Exclusion criteria during the influenza season may vary.

- ◇ Inability to participate in daily activities to include outdoor play.
- ◇ Illness such as, but not limited to the following:
 - *Impetigo* - red, oozing skin erosion capped with a green or yellow crust that appears stuck on.
 - *Scabies* - crusted, wavy ridges and tunnels in the webs of the fingers, hands, wrists, and trunk.
 - *Ringworm* - Flat, spreading ring shaped lesions.
 - *Pinworm* – Itching in the anal area especially at night; child may not sleep well and may have nightmares; loss of appetite.
 - *Chicken Pox* – Crops of small blisters on a red base, which become cloudy and crusted in 2-4 days.
 - *Head Lice-Nits*- White-gray eggs attached to hair shafts. Resembles dandruff but will not brush out.
 - *Conjunctivitis (Pink Eye)* - Red, puffy, watery eyes with thick yellowish discharge.
 - *Strep Throat* - Proven throat culture that has not been under treatment for at least 24 hours.
 - A persistent cough for 5 days that interferes with the child’s activity or a cough accompanied with a high-pitched whooping sound or wheezing.
 - Three loose stools in 2 hours or if the stool contains pus or blood.
 - Vomiting for any reason.
 - Symptoms of other contagious diseases such as measles, mumps, hepatitis, and scarlet fever.
 - Skin rashes or lesions without existing diagnosis or documented from Medical Clinic Personnel.

ILLNESS NOTIFICATION

If your child becomes ill during care, they will be removed from the group setting and taken to an isolation room/area to prevent the spread of infection. We will notify you, or the emergency designee. Your child must be picked up within one hour of notification. If staff feels that immediate medical attention is needed, they will arrange for emergency transportation. One of the CYS Services staff will accompany your child for medical treatment. You will be notified of the child’s condition/reason for the emergency care and where to meet the child. It is imperative that the program has accurate phone numbers and emergency contacts that can help us locate a parent in the event of an emergency situation.



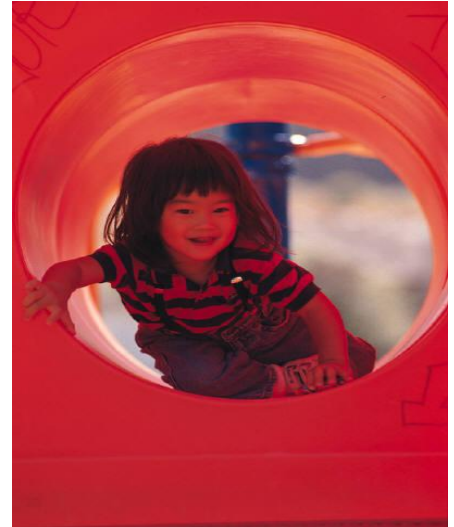
Your child will be readmitted to the program when either the child no longer exhibits the symptoms of the illness, or the staff is presented with our readmission form (AE Form 608-10-1B) signed and stamped by a Health Care Provider stating that the child is no longer contagious. The child must also be well enough

to participate in scheduled program activities, including outdoor play, and meet the conditions listed on the readmission form.

CRITERIA FOR RE-ADMISSION AFTER ILLNESS

A child may return to CYS Services programs when:

- ◇ Impetigo – Exclude until lesions are no longer weeping and treatment has begun
- ◇ Ringworm (of skin) – Exclude until on medication for 24 hours: keep lesions covered until they begin to shrink in size
- ◇ Ringworm (of scalp) – Exclude until on medication for over 24 hours
- ◇ Pinworm – Exclude until 24 hours after treatment begins
- ◇ Chicken Pox – Exclude 6 days or until all pustules are dry and crusted: normally takes 5 to 6 days
- ◇ Head Lice – Exclude until treated with Kwell (or similar medication) and all nits have been removed from hair by a fine-toothed comb
- ◇ Conjunctivitis – Exclude until discharge and systems of infection have cleared
- ◇ Streptococcal Sore Throat or Scarlet Fever – Exclude until on antibiotics for 24 hours
- ◇ Viral Gastroenteritis – Excluded until illness resolved or cleared from communicable disease by Medical Treatment Facility
- ◇ Influenza – Rest at home until fever subsides and able to participate in CYS Services activities
- ◇ The child feels well enough to participate in usual daily activities
- ◇ Child has completed the contagious stage of illness. A note from a doctor may be requested.



PARENTS NOTIFICATION REQUIREMENTS

ANYTIME YOU TAKE YOUR CHILD TO THE CLINIC DUE TO ILLNESS, INFORM THE DOCTORS AND CLINIC STAFF THAT YOUR CHILD ATTENDS A CYS SERVICES PROGRAM. THIS ENSURES THAT MEDICAL PERSONNEL WILL MAKE THE BEST DECISION REGARDING YOUR CHILD'S HEALTH AND THE HEALTH OF THE OTHER CHILDREN AND STAFF AT THE PROGRAM. IF YOUR CHILD IS DIAGNOSED AS HAVING ANY SERIOUS OR CONTAGIOUS ILLNESS SUCH AS MEASLES, MUMPS, CHICKEN POX, CONJUNCTIVITIS, SCARLET FEVER, ETC., PLEASE NOTIFY US SO WE CAN ALERT STAFF AND OTHER PARENTS. CYS

**SERVICES REGULATIONS AND SOPs OVERRIDE PHYSICIANS NOTES IF A DISCREPANCY OCCURS (I.E. DOCTOR ALLOWS PROGRAM RE-ADMISSION EARLIER THAN CYS SERVICES REGULATIONS PERMIT).
ADMINISTERING MEDICATIONS AND BASIC CARE ITEMS**

The following procedures for medication administration will be followed for children enrolled in a CDC, FCC or SAC program:

- ◇ Medication may be administered to children enrolled in regular full-day, part-day, or school-age programs. Medication may be administered in hourly care programs if the parent or guardian has completed and provided an AE Form 608-10-1D; the exception to policy is approved by the APHN or CHN and CYS Services Center Director or Coordinator; and no other reasonable alternative exists. The completed form will be placed in the child's record and maintained there as long as the child is enrolled in a covered program.
- ◇ Children with severe allergies or with asthma may require access to a rescue medication while attending a CYS Services hourly care program. After SNAP team review and approval, rescue medications must be available at the care site when these children are attending a CYS Services program.
- ◇ No oral PRN (as needed) or over-the-counter medications will be administered, with the exception of rescue medications such as an epinephrine auto-injector and asthma inhalers.
- ◇ Written permission from a parent or guardian must be obtained (DA Form 5225-R) before administering medication.
- ◇ The health care provider or parents must administer any prescribed medications to the child for the first 24 hours.
- ◇ Medications will be in the original container with a child proof cap. The container must be labeled with the date issued, child's first and last names, health care providers name, name of medication, dosage, method of administration, and instructions for use. All prescriptions must be written in English or have a translation provided by the prescribing health care provider or designee. Medication prescribed and/or dispensed by a host-nation must be approved by the Army Public Health Nurse/Community Health Nurse.
- ◇ Basic care items are over-the-counter (OTC) diaper creams, insect repellants, sunscreens, lip balm, petroleum jelly, and teething medication. Only these items may be used without a prescription. Baby lotion is not permitted in CDCs.
- ◇ Only basic care items with Food and Drug Administration (FDA)-approved labels may be used. All over-the-counter items purchased from U.S. military exchanges and dispensed by U.S. military facilities meet FDA approval. Non-FDA-approved items will not be applied by CYS Services personnel unless the APHN/CHN provides an exception to policy.
- ◇ Ear, eye, and nose drops may be administered by trained staff.



CYS SERVICES POLICY REGARDING SELF-MEDICATION

Middle school and teen youth must have written permission from parents on file to self-medicate (DA Form 5445-R). Prescription and non-prescription medications may not be dispensed by staff. Youth will notify staff when they are in possession of any prescription or non-prescription medication and of storage requirements (i.e. refrigeration). Youth must administer the medication in the presence of a staff member (unless it's a life or death situation). Written procedures are available to monitor and track youth self-medication:

- ◇ Staff uses DA Form 5445-R for tracking
- ◇ Parents must sign consent
- ◇ Staff will document time of self-administration.
- ◇ Staff will monitor youth for any possible side effects for one hour after administration.
- ◇ Staff will notify CYS Services nurse or APHN/CHN of any emergency procedures or unusual occurrences.

OTHER HEALTH ISSUES

FOOD ALLERGIES

If your child has a food allergy please note it on the health screening tool when completed either during the registration process or when the allergy is discovered. Documentation of the form for food substitution due to an allergy signed by a health care provider is required. Children's first and last names, photographs, and a list of their food allergies, with the appropriate food or drink substitutions, will be posted in the kitchen and children's activity area to facilitate identification. Middle school and teen programs do not require photographs. Children will not be removed from the allergy list without documentation signed by a physician.

IMMUNIZATIONS

For your child's protection, all enrolled children must have current immunizations. A list of required immunizations is available from Parent Central Services. Parents are responsible to update their child(ren)s immunization records at Parent Central Services and with the center, or FCC provider. Child care will be denied if immunizations do not remain up-to-date.

DENTAL HYGIENE

We begin assisting children with dental hygiene when they are pre-toddler age or older and are enrolled in full day programs. Children will be encouraged to brush their teeth after meals. Parents must provide each child his/her own toothbrush when the child first starts the program, and it must be replaced every 2 months. Dental hygiene is an important aspect of the child's daily routine.

ADULT SMOKING

Staff is not permitted to smoke in the presence or view of the children at any time. Smoking is not permitted within 50 feet of any CYS Services building. Please remember to extinguish cigarettes before approaching the building, and to properly discard cigarette butts so that young children are not tempted to pick them up.

ACCIDENTS/EMERGENCIES

In the event of an accident, injury, or the sudden illness of a child, CYS Services staff will administer necessary first aid in accordance with the SOP for Medical Guidance on Injuries. Parents will be notified as soon as possible after the accident/injury/illness. If parents cannot be reached, the emergency contact person listed in the child's file will be contacted. If the child needs to be transported to a medical facility, an ambulance will be called. Children will NOT be transported in a government or private vehicle by CYS Services staff.

PARENTAL INVOLVEMENT

One of the key elements of quality programs for children is a strong parent/program partnership. Research has shown that a child's experience is enhanced when parents are actively involved in the child's program. We request that you DO get involved. You can become involved through:

OPEN DOOR POLICY/PARENT VISITS

You are invited and encouraged to participate in the program and are encouraged to drop by whenever your child is in attendance. You are welcome to discuss items of concern with the director/management on site.

NEWSLETTERS

Newsletters are an important part of the communication process with parents. Announcements are made through newsletters regarding staff members, special events, new staff, and current information about the program.

PARENT ADVISORY COUNCIL

There is a parent advisory council in each CDC, SAC, and YC program. Parents are invited to attend. Meetings are held monthly and times are posted at each program. The group discusses upcoming events, common program issues and concerns and may provide input. In addition, special speakers/training are featured at some meetings. For more information about Parent Advisory Council, contact the facility director. CYS Services also conducts a parent advisory council for all CYS Services programs, for information regarding the CYS Services Parent Advisory Council Meeting, please contact Parent Central Services.

Parent Participation Program

We recognize that positive parental involvement is important to the healthy development of children and youth. In an effort to encourage and recognize parental involvement/participation Child, Youth and School Services offers incentives for those who choose to donate their time, energy and resources. The intent of the participation discount is the involvement of the parent in their child's program. Points can be earned for up to 10% off your monthly child care fees. See your center directors for more details.

PARENT VOLUNTEERS

All parents are encouraged to volunteer. You can accompany your child on a field trip, collect items, read a story to your child's class, demonstrate special projects for children, etc. For more information about volunteering, talk to your program director.

PARENT BULLETIN BOARDS

These are used to post current information in each program room, FCC homes, and administrative offices.

SPECIAL PROJECTS/ACTIVITIES

Occasionally CYS Services needs parental help on special projects. Special projects are as varied as mounting art work for an art display, helping with a special event like a kinder fest or painting a classroom. If you are interested in helping, check with your program director or watch for notices posted in programs letting you know that your help is needed. Special activities are ways in which CYS Services involves parents on an on-going basis. This includes having special workshops of interest to parents, and activities such as those held during the Month of the Military Child.

PARENT SURVEYS

Parent surveys are done on a regular basis. Sometimes parents are more willing to voice their concerns through writing or responding to specified questions. Surveys will be done at least once a year.



PARENT CONFERENCES

Conferences are more formal than caregivers talking with parents on a day-to-day basis. These include the staff working directly with the child and are an opportunity to discuss the child's progress in the program. Conferences will be conducted at a minimum of once per year in the CDCs, FCC homes and per request in the SAC programs.

INSTALLATION CHILD, YOUTH & SCHOOL INSPECTION (ICYSI)

This team reviews the programs conducted by CYS Services for compliance with minimum standards and identification of needed program improvements. Team members include a command representative, representatives from the fire department, safety office, housing office, facility engineers, civilian personnel, preventive medicine and dietary services, CYS Services Coordinator, and of course a parent.

The USAG Stuttgart Child, Youth and School Services Programs are committed to providing quality care to children. By working together, we can ensure that our children have positive, enriching experiences in a happy, healthy and safe environment.

PROFESSIONALISM

Parents and child care staff serve as role models of behavior for our children. CYS Services staff members receive training about how to model appropriate behavior to be a positive influence on children. We ask parents to remember what they say and do on CYS Services grounds influences children also. We ask parents to refrain from using profanity, spanking their children, or attempting to discipline other children in our facilities. When these problems occur, the parent will be asked to leave the building and their use of CYS Services programs may be jeopardized.

TOUCH POLICIES IN CYS SERVICES PROGRAMS

Touching in an appropriate manner is an important part of communication between adults and children and is essential in fostering a nurturing environment in a Child Development Center and Family Child Care homes. Touching in a positive manner is essential for the emotional and social growth of a child. However, a child should never be forced to give or receive touching actions, positive or negative, against his/her will. The following addresses appropriate touches versus inappropriate touches and provides guidelines as to what is suitable physical contact with children in CYS Services settings.



Appropriate Touching:

Touching that creates positive emotional/social growth in the child “touched” properly affects the safety and well being of the child (i.e. holding hands of a child while crossing the street, holding a child gently, but firmly, during a temper tantrum to keep a child from harming himself or others).

Examples of appropriate touching include: hugs, lap sitting, reassuring touches on the shoulder, and nap time backrubs for a tense child.

Inappropriate Touching:

Touching that creates an improper/negative emotional/social effect on the child and violates the law, or American societal norms.

Care should be taken to always avoid inappropriate touching of children that involves:

- ◇ Coercion or other forms of exploitation of the child’s lack of knowledge.
- ◇ Satisfaction of adults needs.
- ◇ Violation of laws against sexual contact between adults and children.
- ◇ An attempt to change child behavior with adult physical force applied in anger.
- ◇ Forced kisses good-bye.
- ◇ Slapping or striking out at a child.
- ◇ Prolonged tickling.
- ◇ Fondling.
- ◇ Any physical contact not wanted by the child that does not serve to protect the health or safety of that child or another or to prevent a child from destroying property.
- ◇ Corporal punishment (spanking in any form).
- ◇ Grabbing children by the arm and jerking them roughly.
- ◇ Pushing children to sit in a chair.
- ◇ Pinching.

CHILD GUIDANCE / DISCIPLINE TECHNIQUES

Appropriate care giving with young children focuses on guiding, developing and supporting the problem-solving techniques. Helping children to understand and decide what to do, rather than what not to do, is the basis for child guidance. Our role is to meet children’s individual needs and thereby assist them in

becoming confident, secure individuals with good problem solving and thinking abilities. In accordance with AR 608-10, discipline is consistent, constructive in nature, and based on the child's developmental level. Simple, understandable rules will be established so that every child will know what is expected of him/her.

Appropriate Forms of Guidance/Discipline:

- ◇ Redirection: removing a child from a negative situation by redirecting the child's attention to a more desirable/appropriate situation.
- ◇ Positive Reinforcement: Giving attention to the child. Encouraging behaviors that are desired in the classroom/home.
- ◇ Natural Consequences: to help a child understand cause and effect. For example, if a child spills juice, he/she needs to clean it up.
- ◇ Gentle physical restraint: An adult may gently hold a child when a child is upset and unable to calm him/herself.
- ◇ Communication: After each incident of misbehavior, discussing with the child the inappropriate behavior as well as expectations. The communication will come after the adult and the child have calmed down. Even though toddlers may be unable to understand all concepts, the child will be able to learn the process. Caregivers/Providers will use "I" messages to clarify their needs to the children.



Inappropriate Forms of Guidance/Discipline Include:

- ◇ Isolation for long periods.
- ◇ Confinement in closets, boxes, or similar places.
- ◇ Restraining movement of mouth or limb with strap, tape, or any similar means.
- ◇ Humiliation or verbal abuse to include: negative "name calling".
- ◇ Spanking, pinching, striking, shaking, or other corporal punishment.
- ◇ Deprivations of meals, snacks, outdoor play opportunities, or other program components. Short-term restrictions on the use of specific play material and equipment or participation in specific activity are permissible.

Normally, children do not "decide" to misbehave. They want to do the right thing. They may misbehave due to physical or psychological reasons; because the program does not meet their needs; due to problems at home or for a variety of other reasons or combination of reasons. Working together, we are more likely to identify the problem and find strategies to which the child will respond. Staff encourages children to

become responsible, caring individuals, to express their own feelings and to respect the feelings of others. Children who experience difficulty meeting these expectations are worked with on an individual basis. If serious behavior problems occur, parents are informed, so they can become part of the resolution process.

If behavior problems continue without any progress towards resolution, we may suggest outside professional help, and removal from the program may be necessary. CYS Services will assist the parents in obtaining alternate child care if the need arises, but the ultimate responsibility lies with the parent. Our goal is to help the child who has the behavior problem without sacrificing the safety of other children and staff.

Biting

Biting policies will focus on modifying the child's behavior within the existing environment rather than expelling the child. Modification strategies should include identification of and reasons for biting, (e.g., limited but emerging language, social competency, coping skills, etc.) as well as close monitoring of the child.

Anti-Bullying Policy

The U.S. Army Garrison and DoDD Schools are committed to making our community and school safe, caring, and welcoming places for all our children and youth. We will treat each other with respect, and we will refuse to tolerate bullying in any form in our community or at our school.

Our community and school define respect as follows: Treat others with the dignity and respect you would want to be treated with.

Our community and school define bullying as follows: Bullying is a mean and one-sided activity intended to harm where those doing the bullying get pleasure from a targeted child's pain and/or misery. Bullying can be verbal, physical, and/or relational; have as its overlay race, ethnicity, religion, gender (including sexual orientation), physical, or mental ability; includes all forms of hazing and cyberbullying. It can be and often is continuous and repeated over time, however, once is enough to constitute bullying.

Bullying that happens off of school grounds, including all forms of cyberbullying can impact the feeling of safety the targeted child has upon returning to school with the perpetrator(s) and can create an intimidating, hostile or offensive environment for all students. The school and the Civilian Misconduct Action Authority (CMAA) will address these actions when necessary for the well-being and safety of the community and all students involved. All suspension and expulsion documents, if forwarded to the CMAA, may be used as aggravating factors when considering administrative action in juvenile civilian misconduct under Army Europe Regulation 27-9.

Examples of bullying include but are not limited to:

- Taunting
- Using put-downs, such as insulting or making fun of someone's race, religion, physical ability or disability, mental ability or disability, gender—including perceived or actual sexual orientation
- Threatening or ganging up on someone
- Stealing or damaging another person's things (stealing or damaging can also be considered a criminal offense)
- Spreading rumors about someone

- Physically hurting a targeted child, including, but not limited to hitting, kicking, tripping, pushing, shoving
- Unwanted touching, patting, grabbing, hugging, kissing, cornering, blocking passage, bumping (can be considered a form of assault which is a criminal offense)
- Shunning or purposefully excluding a targeted student or trying to get other students not to play with targeted child
- Using a cell phone, gaming device, the Internet, or other social media to threaten, stalk, ridicule, humiliate, taunt, spread rumors, lock out of a game, or hack into a targeted child's account
- Hazing, i.e. "any intentional, knowing, or reckless act by one person alone or acting with others, directed against a student, that endangers the mental or physical health or safety of a student for the purpose of pledging, being initiated into, affiliating with, or holding office in an organization"

Adults in our community and staff at our school will do the following to prevent bullying and help children feel safe:

- Closely supervise children and youth in all areas of the Child, Youth and School (CYS) Services and school (to include the school and playground)
- Watch for signs of bullying behavior and stop it when it happens
- Teach the Steps to Respect program and/or other supplemental Social Skills lessons to increase awareness and empowerment in all children and youth in our school and CYS Services (It is the school culture and social environment that these policies, procedures, and programs create as well as reflect)
- Provide training opportunities for students and families regarding awareness and prevention of bullying
- Take seriously families' concerns about bullying and create a procedure for reporting
- Look into all reported bullying incidents and respond quickly and appropriately
- Assign consequences for bullying based on the school discipline code.
- Maintain open communication between CYS Services staff and school staff for optimal support of all children involved in a bullying incident
- Provide immediate consequences for retaliation against students who report bullying

Children and Youth in our Community will do the following to prevent bullying:

- Treat each other respectfully
- Refuse to bully others
- Refuse to let others be bullied
- Refuse to watch, laugh, or join in when someone is being bullied
- Report bullying to an adult
- Try to include everyone in play and social interaction, especially those who are often left out

Discipline Procedures for Bullying in School

Consequences for bullying will always include a procedure for holding accountable for their actions the perpetrator(s) and any bystanders who played an active supporting role in the bullying. Other procedures can range from positive behavioral interventions to expulsion from school. These consequences are dependent on the nature and severity of the behavior, the age of the student and the student's past

behavior. The purpose of these procedures is for holding student(s) accountable for the bullying, preventing another occurrence, and protecting the targeted child.

Consequences for bullying may include, but are not limited to the following:

- Notify parents/guardian of the incident and consequences
- Assisting the perpetrator(s) to find more appropriate ways to relate to peers
- Conference with teacher, principal, and/or parent
- Referral to school counselor
- Corrective instruction
- Behavior management plan
- Temporary removal from the classroom
- Loss of school privileges
- Classroom or administration detention
- In-school suspension
- Out of school suspension
- Legal action
- Expulsion

Note: If the school can handle the behavior problem internally, it is within their right to do so. Should the behavior escalate, or present a danger to the order, discipline, and safety of the Garrison, the individual should be referred to the Assistant Civilian Misconduct Action Authority (ACMAA). Any behavior that constitutes a criminal act or breaks the law *must* be reported to the military Police with a notification to the ACMAA.

Discipline Procedure for Bullying in CYS Services

Consequences for bullying will always include a procedure for holding accountable for their actions the perpetrator(s) and any bystanders who played an active supporting role in the bullying. Other procedures can range from positive behavioral interventions to removal from the program. These consequences are dependent on the nature and severity of the behavior, the age of the youth and the youth's past behavior. The purpose of these procedures is for holding perpetrator(s) accountable for the bullying, preventing another occurrence, and protecting the targeted youth.

Consequences for bullying may include, but are not limited to the following:

- Notify parents/guardian of the incident and consequences
- Assisting the perpetrator(s) to find more appropriate ways to relate to peers.
- Conference with youth and/or parent
- Referral to Social Work Services, Garrison Chaplain and Military Family Life Counselors
- Corrective instruction
- Behavior management plan
- Community Service—as determined by the CMAA
- Temporary loss of CYS Services program privileges as determined by Program Director and CYS Services Coordinator
- Loss of logistical support as determined by the CMAA
- Legal action
- Removal from all CYS Services programs

Note: If CYS Services can handle the behavior problem internally, it is within their right to do so. Should the behavior escalate, or present a danger to the order, discipline, and safety of the Garrison, the

individual should be referred to the ACMAA. Any behavior that constitutes a criminal act or breaks the law *must* be reported to the Military Police with a notification to the ACMAA.

Support for a Target of Bullying

The effects of bullying on the targeted youth cannot be over emphasized. Isolation, lack of friends and/or support, and a feeling of helplessness that targets of bullying experience can be devastating. The Garrison and School will ensure that targeted youth receive all support necessary. Actions may include but are not limited to:

- Notify parents/guardians immediately of the incident. Give them the method to use to report any further targeting of their child.
- Take effective measures to keep the targeted youth safe at school and at CYS Services; give him/her tools to stand up to the perpetrator(s), and support to keep the targeted youth from succumbing to the bullying.
- Identify a person or persons to whom the targeted youth can safely report any further bullying incidents.
- Should the targeted youth appear to be in immediate danger of hurting himself/herself; parents will be notified without delay. If parents are not available, the Military Police will be contacted and asked for an immediate and emergency referral to Social Work Services.
- Should the behavior be a concern to the well-being and safety of the community, the ACMAA will be contacted.
- Provide referrals to counseling services, such as Social Work Services, Garrison Chaplain and Military Family Life Counselors.
- Maintain open communication between CYSS staff and school staff for optimal support of the targeted youth.

Important note on Discipline vs. Punishment:

Punishment is adult oriented, imposes power from without, arouses anger and resentment, invites more conflict, exacerbates wounds rather than heals them; is preoccupied with blame and pain; does not consider reasons or look for solutions; does something to a student; involves a strong element of judgment; and demonstrates a teacher's ability to control a student.

Discipline is not judgmental, arbitrary, confusing, or coercive. It is not something we do to students. It is working with them. It is a process that gives life to a student's learning. It is restorative, and invites reconciliation. Its goal is to instruct, guide, and help students develop self-discipline—an ordering of the self from the inside, not an imposition from the outside.

The process of discipline does four things the act of punishment cannot do:

1. Shows students what they have done.
2. Gives them as much ownership of the problem that they can handle.
3. Gives them options for solving the problem.
4. Leaves their dignity intact.

For mistakes, mischief, and mayhem that unintentionally or intentionally create serious problems of great consequence, the **Three R's**—restitution, resolution, and reconciliation—are incorporated into the four steps of discipline.

R.S.V.P.--Consequences need to be **R**easonable, **S**imple, **V**aluable, and **P**ractical.

Child Abuse and Neglect Reporting

All CYS Services employees are mandated reporters of suspected abuse/neglect. All suspected incidents of abuse/neglect are immediately reported to the Military Police. A follow-up call is made to the Program Director, and the CYS Services Coordinator.

In the event of suspected institutional child abuse, the CYS Services Coordinator provides a telephonic report of the incident to IMCOM-Europe within 24 hours if an employee of CYS Services, an FCC Home provider, or if an FCC Home family member may be involved.

In the event an allegation is made against personnel working with children, the employee is reassigned to a position which does not have child contact until a determination is made by law enforcement authorities, and the Case Review Committee.

CYS Services direct services personnel, FCC providers, and volunteers will ensure that each child in their care is monitored closely for any physical or behavioral indicators of abuse and/or neglect.

If your child has a bad bruise, a severe rash, etc. please take the time to explain the situation to your child's program caregiver when you leave the child in care. Conversely, if you see an injury or mark on your child when you pick him/her up, check for an accident/incident report explaining what occurred. If no report is available, or if you have questions that are not answered by the report, talk to the staff or the director immediately. All of the above procedures are for the child's protection.

DOD CHILD ABUSE / SAFETY HOTLINE

Department of Defense (DOD) has a national hotline for individuals to report suspected child abuse or safety violations at Military Child Development programs. Call collect overseas: 001-703-604-2547. (OCONUS)

LOCAL NUMBERS TO REPORT SUSPECTED ABUSE: If you suspect abuse or neglect, please contact the **MILITARY POLICE** at DSN – 430-5262 or CIV – 0711-680-5262, Family Advocacy Program at DSN – 431-3518/3362 or CIV – 07031-15-3518/3362, or Safety Office at DSN – 431-3134/3132 or CIV- 07031-15-3134/3132.