



USAG VICENZA

Parent Handbook



U.S. Army Child, Youth
& School Services

1 October 2010

Welcome

Welcome to the U.S. Army Garrison Vicenza Child, Youth & School Services (CYSS) programs. Whether you are enrolling your child in the Child Development Center, School Age Center, Youth Center, Family Child Care, Child & Youth Sports & Fitness, Venture Point, or the SKIESUnlimited Instructional Program, we are happy to have your children and youth in our program and hope that it will be a positive experience for all.

We operate our programs in accordance with Installation Management Command Europe (IMCOM-Europe) policies and Army Regulations. Our goal is to help each child/youth develop to his/her potential. We feel we have a responsibility to help develop the whole person's positive self-concept, strong emotional well-being, productive social interaction, intellectual and physical growth. We strive to provide safe environments, enriching experiences and warm, loving care for your younger children and stimulating activities for your older children and youth.

This handbook will provide some basic information about our programs and their operating policies and procedures. You may obtain additional or more specific information at each program. Because strong parent and staff relationships are essential to the success of our program, 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 group, workshops, volunteer activities, coaching, special events and daily conversations with the CYSS staff.

Child, Youth, & School Services Staff

U.S. Army Garrison Vicenza

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Organization and Services



The IMCOM-Europe Child, Youth & School Service Programs are essential family programs that directly support the military lifestyle and reduce the conflict between parental responsibilities and unit mission requirements. Our programs focus on three essential elements: community, command, and families. We meet the needs of all

these groups through a variety of programs within CYSS including Child Development Centers (CDCs), Family Child Care (FCC), School Age Center (SAC), Youth Centers (YC), Sports and Fitness, Venture Point, and Parent Central Services (PCS). Child, Youth & School Services (CYSS) offers a range of age appropriate opportunities and activities for children ages 4 weeks to 18 years.

Eligibility

Sponsors eligible to use Family and Morale, Welfare and Recreation (FMWR) activities may enroll their children in CYSS programs. Children must be between 4 weeks and 18 years of age.

IMCOM-Europe CYSS Patron Priority

First priority for full time care will be given to single and dual active duty military and children of CYSS staff; second priority will be given to children of single DOD civilians and logistically supported DOD contractors; third priority will be given to children of active duty military, DOD civilians, and logistically supported DOD contractors whose spouse is employed or is a student on a full-time basis; fourth priority is for children of a deployed Soldier with a non-working spouse. Other patrons are served on a first come-first serve space-available basis.

Priorities for care are subject to change when the new policy is developed and released from IMCOM-HQ.

Staff Qualifications

We conduct extensive background checks on all CYSS staff. The majority of these checks are conducted prior to employment. Staff members do not work alone with children until all of their background checks are completed. All staff members working directly with children receive specialized training in child/youth development and other related topics such as guidance and discipline, child abuse identification and reporting, CPR, and First Aid. The training starts as soon as the employee is hired and continues throughout the staff member's employment.

We are extremely fortunate that many of our staff are truly interested in professional development. Some of our Child and Youth Program Assistants (CYPAs) take college level courses in their field. Some already have degrees in their field or a related subject matter. Some CDC staff have earned Child Development Associate (CDA) credentials. The CDA is a nationally recognized credential that is only given to individuals who have demonstrated competency in working with young children.

Philosophy

Quality programs for children are based on the knowledge that children learn through active involvement and that play is children's work. Play is the vehicle through which children naturally learn to understand and deal with the world, practice decision-making, test their new knowledge and develop language. It is through play that children develop their self-images. In play activities there are no right and wrong answers, so children are always successful. Because of these successes, children learn to see themselves as capable, worthwhile people, and this is an important first step in developing a healthy self-concept and a positive outlook on life. The setting that is most appropriate for a young child is a learning environment that is child-centered. Our environments are arranged so that children can select their own activities. By providing choices, we help children develop life skills that will help them become successful and contributing adults.

Philosophy (continued)

The adult’s role (parent, teacher, caregiver) in the curriculum is vital. Strong, supportive, nurturing and adaptable staff members structure the environment to increase learning opportunities 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.

Our goals are to enhance each child’s physical growth and muscle development, support developing social/emotional skills, promote self-esteem and develop cognitive skills without hindering the child’s natural eagerness to learn. We accomplish these goals by providing stimulating environments, new experiences, conversations with adults to broaden thinking skills, and opportunities to be creative. These goals cannot be reached through the directed teaching approach used in some elementary schools or by using workbooks, coloring books and such. We invite you to visit and see our curriculum in action.

One of the biggest misconceptions about our programs is that we do not “teach”. Learning occurs in many forms. For young children it is through activities that some adults may consider to be “just play.” Children benefit from a range of activities from formal group to loosely structured. These activities provide a good solid base for children, preparing them to enter school. Some of the learning environments you may see in our CDS & SAC programs are:

The Block Area (Math)

- Develop an ability to classify objects
- Recognize geometric shapes
- Ability to understand numbers & quantities



The Art Area



Self-expression

Fine motor skills

Develop an awareness of color, texture and design

The Writing Area

Recognize letters and words

Develop awareness of the use of the printed word

Practice forming letters



The Woodworking Area

Enhance fine and gross motor skills

Support math concepts such as measuring and comparing

Self-expression



The Table Toys & Puzzle Area



Support problem-solving skills

Enhance self-esteem

Develop small muscles and eye-hand coordination

Philosophy (continued)

Reading Area

Develop vocabulary and an awareness of written language

Develop language skills through conversation and word games

Have many opportunities each day to read books or be read to by an adult



Preschoolers are naturally curious and eager to learn. Our goal is to help children become confident learners who are excited about coming to school. We provide experiences in which preschoolers may experience success as well as challenge. We also support development of the socialization skills and emotional well being necessary for future success. Much of the preschooler's day is spent in activity centers that offer selections of materials and activities to meet the full range of developmental levels. Learning in activity centers is enhanced through interaction with adults. Open-ended questioning can lead to more creative thought and problem solving. Circle and group times, also an integral part of the preschooler's day, are used to introduce children to new concepts, art media, songs, games and books. Preschoolers have opportunities to practice problem solving, improve language and listening skills and be creative. Additional skills emphasized in the preschool age group include perceptual/motor coordination, large and fine motor skills, reading and math readiness concepts and self-help skills.

School Age Children need a change of pace from the school curriculum and format, but they also benefit from a program that enhances and enriches their educational experience. We provide activities for school age children which allow for creative

expression and “hands on” projects such as arts and crafts, cooking, gardening, woodworking, computers, outdoor programs and noncompetitive sports. We offer field trips to swimming pools, ice-skating, lakes, zoos and amusement parks.

Middle & High School Children. Young people have the need to experience being members of a society, rather than apart from it. This sense of belonging is first learned from family. As young people mature, this sense of being connected expands to include many other people. Teens enjoy hanging out with their friends, leisure time is important and ‘peer pressure’ is paramount. In the Youth Centers we offer programs that enhance self esteem, promote a healthy lifestyle and encourage good citizenship while providing a time and place for social interaction. The Youth Centers offer trips for youth ages twelve and up.

Program Options

Child Development Center (CDC). There are two CDCs. CDC Bldg. 398 is accredited by the National Academy of Early Childhood Programs. CDC Bldg. 703 recently opened and is not yet eligible to apply for accreditation. The CDCs offer full-day, part-day and hourly care to CYSS-registered children of community residents, TDY personnel and Ederle Inn guests.

Our primary mission is to provide full-day care for working parents. Therefore, our full-day rooms are always staffed and at times of limited staff availability, this requirement may limit the amount of hourly care that we are able to provide. However, children of soldiers who are involved in the 5-day reintegration period for redeployment are given first priority for hourly care unless they are already enrolled in full or part day care.

Full Day Program. The full day program provides care for children, 6 weeks to 5 years of age. There is often a waiting list for full day care at the Child Development Center (CDC). The waiting list is maintained at the CYSS Parent Central Services office.



Hourly Program. The Hourly Program is available for parents with short term or irregular needs, such as volunteering, in-processing, running errands, and doctor's appointments. The CDC accepts reservations up to two weeks in advance. Although some drop in-spaces are available daily, we recommend that parents make advance reservations. Reservations are accepted on a first come, first served basis. A daily waiting list for hourly care is kept at the CDC; you will be called if a slot opens and your child is next on the waiting list for that day.

Parents are responsible for cancelling reservations that they cannot honor. This must be done no later than 0800 on the day of the reservation. If a reservation is not cancelled and the child does not attend, the parent will receive a "No-Show" letter. Three no-show's in any consecutive thirty-day period will result in suspension of reservation rights for three months.

Part-Time Toddler Program. The part-time toddler program, when offered based on space and staff availability, is located in the CDC and is open to children ages 18 months to 3 years. It meets from 8:30 a.m. to 1:30 p.m., Monday-Friday.

Part-Day Preschool Program. The part-day preschool program is located in the CDC and is available to children ages 3 to 5 years from 08:30 to 11:30 a.m. Monday—Friday. Part day preschool does not meet during DoDDS vacations and school-out days.

Part-Time Preschool Program. The part-time preschool program is located in the CDC and is available for children ages 3 to 5 years. This program is offered from 8:30 a.m. to 1:30 p.m., Monday-Friday.

Part-Day Pre-K Strong Beginnings Program. The part-day Pre-K Strong Beginnings program is located in the CDC and is available to children 4 and 5 years of age who will be eligible to attend kindergarten the following school year. This 5-day program meets from 8:30 to 11:30 a.m., Monday to Friday, and offers a curriculum that focuses on pre-literacy and kindergarten preparation.



Family Child Care. Family Child Care is available from DoD family members who have completed the required CYSS training and whose homes have been inspected and licensed by fire, safety and health officials. The homes are located in the Villaggio Housing Area. Each home can accommodate up to six children under the age of 12 years, including the provider's own children, in a homelike learning environment.

School Age Center. SAC is accredited by the National After School Association, affiliated with Boys & Girls Clubs of America and chartered with 4-H Clubs. SAC provides after school care on an hourly or monthly basis for children enrolled in 1st through 6th grades. During summer months, school holidays, and school-out days, care is extended to full-day. SAC offers many exciting activities such as computer classes, arts & crafts, field trips, clubs and much more. SAC offers full day camps during spring and summer breaks. Spaces may be available for occasional/intermittent users for open recreation.

Sports and Fitness. The CYSS Sports & Fitness program provides many unique sports and fitness programs for children and youth ranging from preschool through high school age. This program provides an opportunity for youth to play in an organized and supervised environment where emphasis is upon total participation, maximum safety and good sportsmanship. Youth must be

Sports and Fitness. (continued)

registered with CYS Services in order to participate in all activities offered. Four general core areas include Team Sports, Individual Sports, Fitness and Health, and Outreach.

Youth Center: Villaggio Youth Center & Teen Center. The YC provides programming for youth enrolled in 6th through 12th grades. Youth may participate in open recreation, trips, clubs, and special events.



The YC and SAC are affiliated with the Boys & Girls Clubs of America (BGCA) and use materials from 4-H clubs to incorporate diverse programs in the arts, health and life skills, character & leadership development, education & career development.

Some of the BGCA programs offered in SAC and YC include:

Power Hour helps develop attitudes and skills necessary for success in the classroom. Power Hour provides homework help every day after school.

Cultural Enrichment. The National Photography Contest and the National Fine Arts Competition expose children and youth to the fine arts and a chance to develop their own unique talents. The most outstanding works from both the Photography Contest and the Fine Arts Competition are displayed at regional and national exhibits throughout the year.

Keystone Clubs – Teen Clubs within Boys & Girls Clubs focus on leadership development through community service projects.

Torch Clubs are chartered small group leadership and service clubs for boys and girls ages 11-13. Torch Club members learn to elect officers and work together to plan and implement activities in four areas: service to club and community, education, health and fitness and social recreation.

National Youth of the Year. Local Boys & Girls Clubs select a Youth of the Year based on criteria that include scholastic achievement, community service and leadership skills. Winners advance to state and regional competitions, and ultimately compete for a national title. The national winner serves for one year as a role model and spokesperson for all Boys & Girls Club members and receives a \$10,000 scholarship from the Readers Digest Association.

Smart Moves (Skill, Mastery and Resistance Training) is a prevention/education program addressing the related problems of drug and alcohol use and premature sexual activity. The program uses a team approach involving Club staff, parents and community representatives and teaches youth how to say, “No.” Its ultimate goal is to promote abstinence from substance abuse and adolescent sexual involvement.

CYSS Parent Central Services (PCS) supports all CYSS Services delivery systems.

Central Registration/Resource and Referral. Parent Central Services offers one-stop central registration for all families requesting CDC, FCC, SAC, Middle School/Teen programs, Sports & Fitness, Venture Point and SKIES *Unlimited* Instructional Programs. The waitlist for fulltime care in CDCs and FCC homes is maintained in this office. The Department of Army sets fees and rates for most CYSS programs. Regular full day and part day fees are based on total family income which is calculated for families during the registration process.

SKIES *Unlimited* Instructional Program. SKIES (Schools of Knowledge, Inspiration, Exploration, and Skills) offers a variety of instructional classes for children ages 6 months to 18 years. Examples of classes that have been offered are dance, Tae Kwan Do, music and voice, cooking, art and swimming. A catalog of current classes is available in the Parent Central Services office and on the internet at www.vicenzaMWR.com.

Parent Central Services (continued)

Babysitter Training and Referral. The Parent Central Services Office maintains a list of trained babysitters. In coordination with the American Red Cross, the Babysitter Training course is offered at least three times a year. Completion of this course is required in order for a person's name to be placed on the babysitter list.

Volunteer Services. Parent Central Services will coordinate for anyone wishing to volunteer in CYSS programs.

Parent Services. Anyone wanting information on play-groups, co-ops, workshops, or any other topics should contact Parent Central Services for assistance/information.

Venture Point. Venture Point offers options on-site in Family and Morale, Welfare and Recreation (FMWR) facilities. This includes the EDGE!, HIRED! and Kids-on-Site programs.

EDGE! - Provides extracurricular after school enrichment options in FMWR program settings for children and youth ages 6-18 years of age. Children and youth will experience, develop, grow and excel in four broad interest area specific packages—Art, Life Skills, Fitness and Adventure.

HIRED! - This is a workforce preparation and apprenticeship enterprise designed to meet the employment and career-exploration needs of Army teens 15-18 years of age. Teens can develop work skills in career interest areas over a twelve week term. Teens are eligible to participate in two terms per year and are eligible to receive a cash stipend upon completion of each term.

Kids-On-Site—Offers short term hourly care for children ages 6 weeks to 12 years of parents using /attending FMWR and Command sponsored events, such as Strong Bonds, Family Readiness Groups, Memorial Services, Yellow Ribbon Events, etc. Care is provided by CYS Services employees in a variety of on and off-post settings which may include Family and Morale, Welfare and Recreation facilities, Chapels, etc. Parents must remain .

on site or be immediately available in an adjacent facility

Parent/Program Partnerships

One of the key elements of quality programs for children and youth is a strong parent/program partnership. Research has shown that the 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/Visits. The CYSS Services staff openly encourages you to participate in the program when possible and drop by whenever your child or youth is in attendance. You are welcome to call and discuss items of concern with the program directors or management representatives.



CYSS Parents Advisory Group. All parents are invited to participate in the CYSS Parents Advisory Group. Meetings are held quarterly and are well-publicized prior to the meetings. The group discusses common program issues and concerns and may provide input into program policy. For more information about the Parents Advisory Group, contact your program director. In addition to the CYSS Parents Advisory Group, the CDCs and SAC have a Parents Advisory Council that meets regularly once a month.

Parent Volunteers. We encourage parents to volunteer. You can accompany your child or youth on a field trip, repair broken toys and equipment, paint, read a story to your child's class, demonstrate special projects for children, chaperone teen trips or dances, coach a team, or participate in a program assessment. Parent input & feedback is crucial to each program. For more information about volunteering, talk to your program director.

Parent/Program Partnerships (continued)

Special Projects. Occasionally CYSS needs parental help on special projects including tasks as varied as mounting artwork for an art display or helping with a special event. If you are interested in helping out, check with your program director or watch for notices posted in your program letting you know that your help is needed.

Installation Child, Youth & School Services Evaluation (ICYSE). The Installation Child, Youth & School Services Evaluation is conducted annually to review the services offered by CYSS for compliance with standards and identify needed program improvements. Team members include a command representative, representatives from the Fire Department, Safety Office, Housing Office, Facility Engineers, Civilian Personnel, Preventative Medicine and Dietary services; outside subject matter experts from Child, Youth & School Services and, of course, our patrons. If we ask you to participate, please consider doing so. We want to ensure that your comments are included in the process. Vicenza Child, Youth & School Services is committed to providing quality care to children and making improvements where needed. By working together, we can ensure that your children have positive, enriching experiences in a happy, healthy environment.

Children With Special Needs



“Our goal is to reasonably accommodate individuals with disabilities in order to integrate them into the program to the extent feasible, given each individual’s limitations” (DA Memorandum 15 Jul, 94, subject: Rehabilitation Act of 1973 and the American’s with Disabilities Act of 1990). We consider each individual and the match between the program and the individual. Children with special needs are “mainstreamed “ into regular CYSS programs. Decisions to mainstream a child are handled on a case-by-case basis thru a Special Needs Accommodation Process (SNAP) .

Parents are a vital part of this process. The process involves a team that meets to determine appropriate placement for the child or youth before and during enrollment in a CYSS program. Decisions are also made regarding program adaptation and if additional training for staff is needed to ensure the child's or youth's needs can be met. If your child has special needs, please bring it to the attention of the CYSS staff during the registration process.

Registration

Before participating in a CYS Services program, you must register your children through the CYSS Parent Central Services Office in the Davis Soldier and Family Readiness Center. You will need immunization records; income information for both parents; and the names and phone numbers of at least two emergency contact people (in addition to the parents).

A health assessment must be submitted within 30 days of enrollment or services will be denied. All children and youth enrolled in sports programs must provide an annual health assessment stating that they may participate in sports.

Registrations are valid for one year and must be updated annually. The following forms must be completed annually: DA 7625-1, and Application for Department of Defense Child Development Center Fees. The other forms must be reviewed by the parent for accuracy, re-dated and initialed. If there have been significant changes in the child's health during the past year, the child must see a physician for a new health assessment. Annual updates are required each year according to date of initial registration. For example, if the initial registration was in July, subsequent yearly updates will also be due in July. Parents must ensure information on their child's paperwork is complete and accurate. If, during the course of the year, information changes (i.e., phone numbers, addresses, emergency contacts, etc.) patrons must update applicable forms at the Parent Central Services office. In an emergency situation, accurate information saves valuable time.



Parent/Program Partnerships (continued)

Waiting Lists

Waiting lists for full and part day care are maintained at the Parent Central Services office. Children on the waiting list are assigned a priority according to the parents' employment status. If your employment status changes after you have placed your child on the waiting list, please notify the Parent Central Services office.

The daily waiting list for hourly care is kept at the CDC in which hourly care is provided. If no hourly care space is available on the day for which you are requesting a reservation, please ask to have your name put on the waiting list for that day. The CDC staff will contact you if a slot opens for your child.

Orientation

An orientation in the CDC Hourly or SAC program is required as a part of your child's initial registration at the CYSS Parent Central Services Office. Once your child has been accepted for a full day or part-time CDC program, a separate orientation is required. During the orientation the program director will explain program policies and procedures. In addition, you will be given a tour of the center and have the opportunity to meet the staff who will be working with your child.



The family is the nucleus of civilization.

Quote by ~ Ariel and Will Durant

Location/Hours of Operation/Phone Numbers

(hours of operation are subject to change due to deployment schedules)

Please note, as a protective measure against child abuse, the CDCs, SAC and YC facilities are equipped with **Video Surveillance Systems** that continually monitor and record activities within the buildings.

Parent Central Services Office

The Parent Central Services Office handles enrollment for all CYSS programs, including the CDCs, SAC, FCC, Middle School Center, Teen Center, SKIES, Venture Point and Sports & Fitness Programs. Parent Central Services also provides information and assistance with supplemental childcare options, such as parent co-ops, babysitter training and CDC special openings.

Location: Building 108, Davis S&FRC

Hours: 8:30 a.m. – 4:30 p.m., Mon - Fri

Phone: DSN 634-7219
CIV 0444-71-7219

Child Development Centers (CDCs)

The CDCs provide full day care (6 weeks – 5 years), hourly care, part-day and part-time preschool, Strong Beginnings Pre-K, before and after school care for kindergarten children, and special openings.

Location: Buildings 398 Caserma Ederle and 703 Villaggio

Hours: Bldg 398: 7:30 a.m. – 5:30 p.m., Mon - Fri;
Bldg 703: 5:45 a.m.-6:15 p.m., Mon-Fri

Phone: (Bldg. 398)-DSN 634-5008 /5009,
CIV 0444-71-5008
(Bldg. 703) DSN 634-5700,
CIV 0444-71-5700



School Age Center (SAC)

Provides before and after school care for school age children in grades 1 through 6. SAC offers a variety of experiences to include computer lab, homework assistance, special interest clubs and partnerships with different FMWR agencies.

Location: Building 703 Villaggio

Hours: 5:45 -8 a.m. & 2:45-6:15 p.m., Mon - Fri
school days
5:45 a.m.-6:15 p.m., Mon-Fri when school is not
in session

Phone: DSN 634-5700
CIV 0444-71-5700

Child, Youth & School Services Sports & Fitness

The CYSS Sports and Fitness program offers sports and fitness activities for children and youth in preschool through 12th grade.

Location: Sports & Fitness Office, Villaggio Youth Center

Hours: 10 a.m.-6 p.m., Mon-Fri

Phone: DSN 634-6151/6152
CIV 0444-71-6151/6152

Villaggio Youth Center

The Middle School program provides a safe environment with educational and recreational activities for children in the 6th through 12th grades.

Location: Villaggio Housing Area, Building 304

Hours: 2:45-7 p.m. Mon-Fri
School out days: 1-7 p.m., Mon-Fri
Sat: 1-8 p.m. at the Teen Center

Phone: DSN 634-7741
CIV 0444-71-7741

Teen Center

The Teen Center provides a safe environment with educational and recreational activities for children in the 9th through 12th grades.

Location: Building 373, across from the Ederle Inn

Hours: 2:45-7 p.m., Mon-Fri (9-12 grades)
1-8 p.m., Sat (6-12 grades)
School out days: 1-7 p.m. (9-12 grades)

Phone: DSN 634-7659
CIV 0444-71-7659

Family Child Care (FCC)

Family Child Care offers full day care (6 weeks-5 years), hourly care, part-day care, before and after school care and special openings in the homes of certified FCC providers.

Location: FCC Office - Building 703 Villaggio CDC/SAC facility

Hours: FCC Care Hours 6 a.m.-6 p.m. Mon-Fri
FCC Office Hours 8 a.m.-5 p.m., Mon-Fri;

Phone: DSN 634-7615
CIV 0444-71-7615

The EDGE!

Provides after school enrichment activities in partnership with FMWR facilities for 6-18 year olds. Offers a variety of experiences in Art, Life Skills, Fitness and Adventure.

Location: EDGE! Office-Building 308

Hours: 8 a.m.-3 p.m. Mon-Fri

Phone: DSN 634-7502
CIV 0444-71-7502



HIRED!

Provides apprenticeship opportunities for 15-18 year olds to gain job skills in a hands-on environment. Teens can work up to 24 weeks in the year and receive a cash stipend upon completion of each 12 week term.

Location: Building 703, Villaggio CDC/SAC (the FCC Office)

Hours: Office Hours 8 a.m.-5 p.m., Mon-Fri

Phone: DSN 634-7615
CIV 0444-71-7615

KIDS ON SITE

Provides short term hourly care onsite while parents are attending functions in the same or adjacent building.

Location: CYSS Parent Central Services Office, Bldg 108

Hours: Care hours: by prior arrangement
Office hours: 8:30 a.m.- 4:30 p.m., Mon-Fri

Phone: DSN 634-7401/7219
CIV 0444-71-7401/7219



U.S. Army Child, Youth
& School Services

Dropping Off and Picking Up Your Child

Child Development Center, Family Child Care, and School Age Center

Parents/Legal guardians are required to drop off and pick up their child from the program. Children may not be dropped off outside the door or in the parking lot.

Arrival. When you bring your child to the program, you must record your child's arrival at the front desk (by swiping your registration card in through CYMS—the child & youth automated management system) and on the daily attendance sheet in the activity room. Please be sure to leave an accurate phone number for your emergency contact (including your cell phone number) and any other important information for the day. Make sure the caregiver on duty is aware of your child's arrival before you leave the room.

Departure. At departure time, hourly patrons must pay their child care fees prior to picking up the child from the program. You must sign your child out at the front desk and from the program/home. Please allow adequate time for your child to clean up before leaving. Encouraging your child to clean up before going home helps us teach the child responsibility. It is important to take a few moments to talk with the caregivers about your child's day. This keeps you informed, and it lets your child know that you are interested in what he/she does each day. Remember to ask your child if he/she has work to take home. The children work hard during the day using a variety of media and materials. They are very proud of their work, but never quite so proud as when you show interest in their efforts. Your interest and praise will encourage your child's creativity and build self-esteem.

Child Release. You may authorize someone to pick up or drop off your child. However, child release designees must be listed on the child's registration paperwork that you sign. Please remember to keep these names updated as friends and coworkers leave the area. We require child release designees to present proof of identification. A child release designee must be at least 13 years old. School age children may leave a program unaccompanied for independent participation in events such as organized sports, classes and youth organizations, if you give prior written permission on DD Form 5222-R, Child Development Services Sponsor Consent. NOTE: Our responsibility for the child ends once the child is signed out of the program.

Clothing/Diapers/Extra Clothing

Clothing. Children are involved in developmental activities each day. Many activities such as art, 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.

For the safety and protection of all children in our care, the CDC requires that children who are able to walk on their own wear only closed-toed shoes throughout the year. Children must come to the CDC in clean clothes and if they wear a diaper, it should be a clean diaper.

All CDC children need a couple of full changes of clothing including underwear. Children who are potty training may need several more (an extra pair of shoes is good to have as well). For young children, pants or shorts (leggings) should be worn underneath skirts or dresses. We encourage you to leave extra clothes in your child's cubby or locker. Label all 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 left at the program. Check the Lost & Found frequently for missing items.

If your child needs to change clothing for some reason, the soiled clothes will be bagged and given to you when you pick up your child. We do have some spare clothing for younger children for use in an emergency. If your child uses our clothing please wash it and return as soon as possible.

Diapers. For health related reasons we use disposable diapers in the CDC. Cloth diapers are allowed when the child's physician prescribes the use of cloth diapers and the parent submits a physician statement to that effect to the program. If your child uses diapers, you must bring a sufficient supply of diapers and baby wipes. A sufficient supply of diapers is defined as one diaper per hour that the child is in care, plus two for emergencies. We check diapers frequently and change them promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child's name.

Toilet Training. Toilet training is a natural developmental process. Children exhibit readiness at varying ages. We will not force children to use the toilet, nor will we punish a child for lapses in toilet training. Please consult with the caregivers in your child's program before beginning toilet training. Planning a consistent toilet routine for home and program will go a long way to help your child accomplish this developmental milestone. You must bring sufficient changes of clothing and training pants to assist with this developmental process.

Food Service

CYSS participates in the U.S. Department of Agriculture Food program. Participation in this program ensures that meals and snacks provided meet national nutrition standards. Menus are posted for parent's information. Meals and snacks are served to all children present. Costs for meals and snacks are included in the program fees.



Meals and Snacks. We provide wholesome, healthy foods for your child. Our menus are based on United States Department of Agriculture (USDA) Guidelines and approved by a dietitian. 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. Parents are welcome to join their child for any meal or snack but must make prior arrangements with management/providers so that sufficient food can be prepared. Please check with your child's caregiver for special occasions food guidelines.



Infant Food and Formula. If you are a parent of an infant enrolled in the full-day program, you may request and receive infant formula from the CDC or FCC provider on a monthly basis that you may take home and prepare at no extra charge. The USDA program specifies certain types of baby foods that will be provided and served in CDCs. See your child's caregiver for the list of foods that may or may not be served.

NOTE: Glass bottles are not allowed. Medications/cereal may not be mixed with formula in baby bottles. Label all of your child's bottles with his/her name and date and contents. We feed infants based on the USDA guidelines and infant-feeding plan completed by parents. Please leave any instructions with caregivers when you drop off your child. Mothers who are breast-feeding are welcome at all times. If you are uncomfortable feeding your baby in the program area, let us know and we will find a quiet place for you and your infant.

Cooking Activities. The children participate in cooking activities to develop self-help skills, strengthen nutritional awareness and learn basic science and math concepts. They may prepare their own snack or part of their meal when participating in these activities.

SAC & YC. Snacks based on USDA guidelines will be offered after school and regular meals will be served when school is not in session.

Nap Time/Quiet Time

Those children enrolled in full day programs or hourly care have a rest period following lunch. Children who need a nap can go to sleep. Note: Naps for infants follow the infants' individual schedules.

Health Issues

To help reduce the spread of germs and communicable illness, after signing your child into their classroom, please assist them with washing their hands.

Signs of Illness. We take all reasonable precautions to provide healthy environments for children and youth. Staff screen children for any signs of illness or symptoms of communicable disease upon arrival at the program. Your child may be denied admission if he or she shows signs of illness. Outlined below are the illness criteria for denial of service from AR 608-10.

- Temperature in excess of 100.5 degrees Fahrenheit until 3 months of age; then 101 degrees Fahrenheit for all other children regardless of site.
- Inability to participate in daily activities to include outdoor play.
- Obvious illness such as:

Impetigo,
Ringworm
Chicken Pox
Head lice nits
Conjunctivitis (pink eye)
Persistent cough
Severe diarrhea
Vomiting
Pinworm infestation



- Symptoms of other contagious diseases such as, but not limited to, Measles, Mumps, Hepatitis, Scarlet Fever and Strep infections.

If Your Child Becomes ill at the Program. When children become ill at the program they may be isolated from the group setting to prevent the spread of infection. We will then notify you, the parent. In many instances you may need to pick up your child. We ask that you pick up your child within an hour. If your child needs immediate medical attention staff will arrange for emergency transportation by ambulance and a staff member will accompany your child. You will be notified of your child's condition/reason for the emergency and where to meet your child. It is imperative that the program has accurate phone numbers and emergency contacts that can help us locate you in the event of an emergency.

Notification Requirements. Anytime you take your child to a doctor due to illness, please inform him or her that your child attends a Child, Youth & School Services Program. This ensures that the 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 has a serious or communicable illness such as measles, mumps, chicken pox, conjunctivitis, scarlet fever etc., please notify us so we can alert the staff and parents of the other children using the facility.

Returning to the Program After Illness. A child may return to the program upon receipt of a statement from a licensed health care professional stating that the child's presence will not endanger the health of the other children, the child is non-communicable, and *feels well enough to participate in scheduled activities on the day of return.* A child may be readmitted to the program without a medical statement providing the following conditions exist:

- Fever has been absent for 24 hours
- Nausea, vomiting or diarrhea has been absent for 24 hours or longer

- An antibiotic has been given for at least a 24-hour period for known strep or bacterial infection.

Medication: Parents must give any prescribed medication for the first 24-hour period at home unless given an exception to policy by the Health Consultant.

Allergies. If your child has any allergy or sensitivity to any food or drug, you must inform the Parent Central Services staff during your registration process. Food related allergies require a physician's statement indicating what your child is allergic to and what are acceptable substitutes to ensure your child's daily nutritional needs are being met. Special diets for religious reasons also require documentation.

SIDS (Sudden Infant Death Syndrome). All infants under twelve months of age must be placed on their backs to sleep. Exceptions can be made ONLY due to a medical condition and with written, detailed, signed instruction from the parents and a physician.

Outdoor Policy. Children in CDC or SAC will play outside daily, even in cold, windy weather and should be dressed accordingly. Colds and other respiratory illnesses are not caused by going outside in cold weather, but result from staying inside and breathing hot, stuffy air. If your child does not feel well enough to play outside, your child should not be in the Center that day.

Immunizations. For your child's protection, your child must have his/her current immunizations. You may obtain the most current list of required immunizations from the Health Clinic.

CYSS staff may give some medications to children enrolled in full day programs and regularly scheduled before and after school programs, but only under strictly controlled circumstances. Each program has a current listing of approved medications and basic care items.

Health Issues (continued)



Medications must be in the original container with a childproof cap and a dated pharmacy label from a local American pharmacy attached to the container. The medication can be no more than 30 days old and must be stored according to instructions. Italian medications can be given if they

are reviewed and are on the approved medications list. All pharmacy labels must include the child's name, the physician's name, the dose, how it is to be given (i.e. by mouth) and a beginning and end date. This could also be in the form of the number of days prescribed. We cannot give any oral medication until the parent has administered it for the first 24 hours in the home. If your child has a prescription for a medication not on the approved medications list, please let staff know so that we may obtain approval from the Community Health Nurse to administer it.

The parent must complete a medication card for each medication. The medication card is valid for only one month and more than one card will be required if the medication continues into the next month (i.e. medication From July 30 – August 9 would require 2 cards, one for July and one for August). All medications should be accompanied by a dosing syringe/cup/spoon, with measurements that match the prescription, (mm, tsp. etc.)

CYSS staff may apply basic care items (topical items for the prevention of sunburn, diaper rash and teething irritation) without a prescription.

Child & Spouse Abuse and Neglect Reporting

Law obligates CYS Services staff to report any suspected incidences of child or spouse abuse or neglect. If anyone on staff sees a child or parent with suspicious bruises, cuts, burns, welts or other indicators of abuse or neglect, they must report it to Social Work Services and the Military Police.

If your child has a bruise, a severe rash, etc. please inform the staff when you leave the child in our 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 caregivers and/or program director immediately. All of the above procedures are for your child's protection.

DOD Child Abuse/Safety Hotline

The Department of Defense (DOD) has a national hotline for individuals to report suspected child abuse or safety violations at military child development programs.

United States Hotline # 1-800-336-4592

Locally, suspected child abuse can be reported to the ACS Family Advocacy Program (DSN 634-7489 / 7314) or the Military Police (DSN 634-7233).

Child Guidance/Touch Policy

All CYS Services personnel receive training in child guidance techniques. In accordance with AR 608-10, discipline is consistent, constructive in nature and based on the child's developmental level. Some of the strategies the staff uses include anticipation and redirection, distraction, gentle reminders, support of children's own problem solving skills, and gentle restraint. If a child or youth exhibits serious behavior problems, staff will work with parents to identify the source of the behavior and develop strategies to change it. Please note that SAC and YC have a "Zero Tolerance" policy regarding threats (physical or verbal), fighting, weapons and/or destruction of personal property. Any violations of the policy may result in the child or youth being denied participation in SAC or YC activities.

A Brief Note About Biting. Biting sometimes occurs during the early developmental stages of children. When a child bites, our focus is on modifying the child's behavior within the environment rather than suspending the child or terminating services. The same guidelines for child guidance will be followed in cases involving biting but with additional emphasis on examining the physical environment, daily schedule and activities provided as a mode of modifying the child's behavior.



The family is one of nature's masterpieces.

Quote by ~ George Santayana

Chain of Command

The most effective place to resolve concerns or issues is at the program level. However, there are other available options. Maybe you received great customer service, had an exceptional experience with a staff member or wish to express a concern. It's right at your fingertips when you go online to the Interactive Customer Evaluation (**ICE**) site at: <http://ice.disa.mil>. Just click on "Army Europe" and follow the easy to read instructions. The program manager, CYSS Coordinator and the Director of FMWR will all receive a copy of your comments and you will receive a response from the program manager within 72 hours if you request one and include your name and contact information.

If you have an issue you feel needs to be raised through the chain of command directly, you may follow the below CYSS chain of command (starting at the bottom of the chain):

U.S. Army Garrison Vicenza Commander

U.S. Army Garrison Vicenza Deputy Commander

Director of Family and Morale, Welfare and Recreation

Child, Youth & School Services Coordinator

CYS Services Facility/Program Director

Child & Youth Program Assistants and Support Staff

If you are not satisfied with services, please do not leave the program without talking to the chain of command, starting with your child's lead teacher/caregiver. Problems addressed on the spot are more readily resolved.



Toys/Personal Items

We ask that you do not allow your child to bring toys or other personal items, such as jewelry, purse/wallet, money, etc., to the program. They frequently become lost, broken or are a source of conflict. If your child has a special soft toy or blanket that he/she naps with, it may be brought to the program.



The nap time toy or blanket will be put in the child's cubby so that it will be available for nap time. School Age Center children may bring a toy or personal item during camps and school out days to use during quiet time. During the remainder of the day, the item must stay in the child's locker.

Fees and Payments

All Child and Youth Services are Morale Support Fund Activities. They are supported by a combination of user fees and appropriated funds. There is a sliding fee scale based on total family income (TFI) for full and part day programs and a flat rate for hourly care. Current fee information is available at the Parent Central Services office. Only a portion of the total cost for care is covered by parents' fees, while the remainder is subsidized by the Army regardless of fee category. Child care fees are subject to change, but parents will be given a minimum of 30 days notice before changes are made.

Registration. Each child must register or renew his registration annually with Child, Youth and School Services. There is no fee for this service.

Determining Full and Part Day Rates. During the registration process, you must complete an 'Application for Department of Defense Child Development Center Fees'. The fee application contains full instructions and definitions. You should use your current leave and earnings statement (LES) and other financial documents to determine the total family income. You must include all earned income for both parents. If you do not wish to disclose

your financial information, you will be charged the highest rate. In Army Europe, local national wages and benefits (to include child-care supplements) and any foreign earned income and allowances (whether taxed or not) must also be included. Foreign currency will be converted at the daily exchange rate. Basic Allowance for Quarters and Basic Subsistence Allowance or "in kind" equivalents must be included for all military sponsors. Civilian sponsors living in government quarters may have to contact CPAC for assistance in determining an "in kind" Living Quarters Allowance (LQA) figure. If you are newly employed and haven't received an LES, estimate your annual income using standard personnel wage charts. If you work irregular part-time and intermittent schedules, bring three or more consecutive LESs so that a monthly amount can be determined. CYSS staff will, if requested, assist you in completing the fee application.

CYS Services is not responsible for form completion or validation. Our clerks do review applications for completeness and signature prior to assigning a fee category. You may be asked to reevaluate your application if it appears errors or omissions have been made. You must update your status annually. If your income decreases drastically, you may apply for reconsideration of your fees. You must complete a new application form and provide documentation to support the change (current LES, divorce/separation papers, personnel action showing resignation, etc.). The case must be reviewed and approved by the CYS Services Coordinator. Any adjustments will be effective the payment period following the approval date. Adjustments will not be retroactive. An annual audit may be conducted of a representative sampling of the fee applications to rule out possible fraudulent reporting of income.

Multiple Child Discount. Patrons may receive a 15% discount for siblings in all regularly scheduled care in CDCs, Part-Day Preschools, SACs, Youth Sports and Summer Camps. After the first child (defined by



Fees and Payments. (Continued)

the most expensive care) pays the full cost for care, the multiple child discount applies for each additional child in the same family. Multiple child discounts do not apply to hourly care, school age daily care, and SKIES *Unlimited* instructional classes.

Payments. Payments for all programs except hourly care are due each month in advance of services rendered. This payment is your commitment to CYSS that your child will be attending daily and is our guarantee that your child or youth will have a reserved space.

Full Day and School Age Center. Fees may be paid monthly or twice a month (on the first and fifteenth). Bi-monthly payments will be one-half the monthly payments rounded to the nearest dollar. Although fees are due in advance of service, there will be no late charge if the first of the month payments are made within 5 business days of the beginning of the month and the mid-month payments are made within five business days of the middle of the month. Payments received after these dates are considered late. Annual fees for childcare were prorated using a 21-day month so parents pay the same amount each payment period.

Monthly fees for the SAC program are adjusted to reflect the four free hours of recreational use to which each school-age child is entitled in accordance with the current Army CYSS fee policy.

School Age Center Summer Camps. Camps are billed on a weekly basis. Fees must be paid in full NLT COB on Thursday prior to the week of camp in which the child is enrolled in order to guarantee the space. Families wishing to pay for more than one week at a time may do so, provided that payment is always in advance of care.

Part Day Preschool, Part-Time Preschool and Strong Beginnings Pre-K Programs. Payments are due at the beginning of each month (no later than the fifth working day of each month). The Part Day Preschool does not meet during DoDDS/Sure Start school breaks. School closure days were taken into consideration

when setting these fees and then the fees were divided into equal monthly payments. These fees are constant through the program year and refunds will not be issued for days part-day preschool is not in session.

Middle/ High School. After school programs during duty hours for youth in 6th – 12th grades are free. For special events, contract classes, trips and sports see the fee policy or check with staff at the MS/T facilities.

Hourly Care. Fees for hourly care are payable upon pick-up of the child from the program. Parents may prepay for hourly care; the amount is credited to the household account in the computer.

CYSS Employee Discount. A 20% employee discount is provided to all U.S. Army Garrison Vicenza CYSS employees for one child in the most expensive regular scheduled full-day or part-day/time program. Additional children within the family may receive the 15% Multiple Child Reduction discount. Employee discounts apply in all regular full-day or part-time programs that an employee must utilize in order to come to work. It does not apply to enrichment programs such as the sports programs, SKIES *Unlimited* instructional programs and hourly care when the employee is not working.

Late Payment Fees. As mentioned previously, monthly and bi-monthly payments are due in advance of services. A late fee is assessed if you fail to pay a monthly payment within the first five business days of the month and within five business days of the middle of the month. Patrons who fall one half month behind in their fee payments may be denied services. They may also be referred to Army Community Service for financial counseling. Collection efforts will be initiated through the military or civilian chain of command for delinquent accounts.

Hardship Provision. If you are facing long or short term financial difficulties that affect your ability to meet established child care fees or payment schedules, you may request evaluation as a hardship case. Please contact Army Community Service (ACS) for



Fees and Payments. (Continued)

assistance with this process. CYSS does not establish or determine criteria for hardship assistance.

Late Pick Up Fees. If a child is left at a facility/program after closing time, parents will pay a late pick up fee of \$1 per minute (\$15 maximum) per child. Late fees are assessed per child per site. For example, if a patron has a child in CDC and SAC, the late fee is assessed and paid to **each** site. The patron must pay the fee the next morning or before children are readmitted to the program; the fee cannot be “put on account” and paid with the next month’s service payment. Be assured that every effort will be made to locate a parent or designee authorized to pick up the child. If the parent is late more than a few times, the director/provider will discuss the problem with the parent. If the problem is chronic, the patron may lose the privilege of using the program.

Leave Provisions. You may take your child out of a full day or part day program for two weeks each registration year without having to pay for care during the time the child is away. These two weeks are referred to as “leave credit”. You may use this leave any time after enrollment and for any purpose. However, it must be used in increments of either five or ten consecutive days and you must give at least one week written notice before exercising this option. You cannot carry over unused leave from year to year or from child to child. Cash refunds of unused leave are not permitted. Children from the same family do not have to take leave at the same time.

Block Leave. An additional two weeks of leave may be granted without having to pay for care during the time the child is away for families on block leave due to deployment and reintegration. Families must give at least one week written notice before exercising this option.

Absenteeism. CYSS incurs program expenses even if children are absent. No credit or refunds are issued for child absenteeism due to regular childhood illnesses or injuries, inclement weather, training holidays or facility closures of short duration (one to two

days). Patrons requesting refunds for circumstances should submit a request in writing to the CYSS Coordinator.

Program Withdrawal. You must give at least a two- (2) week written notice of intent to withdraw your child from a full-day, part-day or part-time program. This notice is necessary so that vacancies can be quickly filled to maintain affordable fees for all patrons. If notice is not given, charges will continue and parent is liable for full payment at the discretion of the CDC or SAC Director and CYSS Coordinator.



In every conceivable manner, the family is link to our past, bridge to our future.

Quote by ~ Alex Haley

Army Family Covenant Programs and Services

The Army Family Covenant was established to provide increased support to Soldiers and their Families who are impacted by the effects of frequent mobilizations, deployments and tour extensions. Some of the programs and services include:

- Free CYS Services registration to all families who use CYS Services
- 16 Hours of no cost respite care per child per month for deployed families and families of wounded and fallen warriors
- Discounts for SKIES *Unlimited* instructional classes
- Discounts for CYS Services team or individual sports
- 20% regular full day / part day child care fee reductions
- Hourly care child care fee reductions to \$2.00 per hour at the CDC and SAC for families of deployed soldiers, wounded/ fallen warriors and Rear D
- Free child care for families to attend memorial services
- 40 free hours of care for families of fallen warriors
- Free hourly care for families of wounded warriors in order to attend medical appointments
- Free hourly care during mandatory deployment and FRG meetings

Army Family Covenant benefits generally apply to families *30 days prior to deployment and up to 90 days following the return from deployment.*

For further information families are encouraged to contact the CYS Services Parent Central Services Office in the Davis Soldier and Family Readiness Center for a copy of the AFC Benefits Brochure or call DSN 634-7219.

Notes:



U.S. Army Child, Youth
& School Services



USAG Vicenza