

**DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON VICENZA
UNIT 31401, BOX 92
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IMEU-VIC-MWC

20 November 2009

STANDING OPERATING PROCEDURES (SOP)

SUBJECT: Parent Involvement and Education in Child, Youth & School Services (CYSS)

1. **REFERENCE:** AR 608-10, Child Development Service, 15 July 1997

2. **PURPOSE:** To identify opportunities for parent involvement/education within the CYSS programs.

3. **APPLICABILITY:** This SOP applies to all CYSS employees and patrons.

4. **RESPONSIBILITIES:**

a. All the CYSS Programs Managers and Directors will identify and incorporate parent involvement/education in their programs.

b. The CLEOS Director is responsible for the overall implementation of CYSS parent involvement/education activities.

5. **PROCEDURES:** Parent involvement is developmental in nature. Further, every family may participate to the extent they wish, from passive receptivity to becoming a program coordinator and developer.

a. **Programs:**

(1) Parent/staff communication will be on-going, beginning with initial intake and continue throughout the time period a child is enrolled.

(2) Each program will provide an orientation that will include a description of the program Including: program philosophy, room assignment, program policies and procedures, discipline, child guidance and touch policy and a tour of the facility.

(3) Parent/staff conferences will be scheduled as needed or at a minimum of once per year.

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(4) Parents will be given opportunities to visit classrooms/programs and participate in special events (i.e., Month of the Military Child, Open House, Staff Appreciation Day, etc.).

(5) Parents will be made aware of the Parent Advisory Council (PAC) and encouraged to participate in the meetings.

(6) Parents will be invited to fill out Parent Satisfaction Surveys at least annually in each program. MWR Comment Cards will be made available.

(7) Parent bulletin boards will be placed in each facility for the purpose of displaying announcements, communications from staff, upcoming field trips, etc.

(8) Central reception area should have parenting information; announcement board and staff award displays.

(9) Daily contact with parents from program personnel upon arrival and departure and informal daily feedback is encouraged. Feedback should be presented in a positive manner with the success of the child as the ultimate goal.

(10) Parents should have access to suggestion and complaint procedures.

(11) Telephone calls from staff to parents and parents to staff should be utilized when needed.

(12) Parents should be encouraged to work in programs as volunteers and to assist in special indoor and outdoor clean up days.

(13) Each program will have newsletters that will provide written communication to parents from all staff.

b. Operational Procedures:

(1) Written policies and procedures should be made available to parents on a routine basis.

(2) Current handbooks for each program will be available.

(3) Local policy changes will be announced to parents as soon as possible.

(4) New staff members will be identified and introduced to parents.

(5) Nametags will be worn by all staff members.

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c. Parent Education Opportunities: CYSS management will obtain parental preferences for education topics and pass information to the CLEOS Director for implementation. The following opportunities are provided:

(1) Access to FCC and CLEOS Parent Education activities.

(2) Access to any CYSS staff training (space permitting).

(3) Access to professional articles and publication available in the CYSS resource library located in Central Registration.

(4) Staff and Management Training: CYSS will receive initial and ongoing training opportunities designed to promote skills for verbal and written communication with parents.

(5) CLEOS staff has initial and ongoing contact with CYSS patrons, prospective patrons and community patrons who are seeking information.

(6) Central Enrollment Registry (CER): CER is the first stop for all new parents arriving in the Vicenza Military Community. When a new patron comes to register, the following procedures will be followed:

(a) Waiting list procedures are explained.

(b) Assistance with filling out registration forms is provided.

(c) Clinic information regarding health assessments and immunizations is provided.

(d) CYSS fee applications are explained and completed.

(e) FCC referral information is explained.

(f) Information regarding the PAC is provided.

(g) Resource/Referral information is available for all CONUS and OCONUS regarding childcare services.

(h) Parent Education Opportunities: Magazines, books and brochures are available for CYSS patrons as well as information regarding CYSS training classes.

(i) Parent education flyers are posted in the CER reception area.

(j) Calendar of events is accessible to patrons.

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(k) Parent education classes are scheduled on needs or request basis.

(l) Parent education opportunities, to include babysitting, volunteers and parent co-op orientation, are publicized through the community bulletins.

(m) Parents are provided with a copy of the CYSS Parents Handbook.

A handwritten signature in black ink, appearing to read "Eric Weisel". The signature is fluid and cursive, with the first name "Eric" and last name "Weisel" clearly distinguishable.

ERIC WEISEL
Coordinator, Child, Youth & School
Services