

**DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY GARRISON COMMANDER
UNIT 31401, BOX 92
APO AE 09630**

IMEU-VIC-MWC

1 March 2006

STANDING OPERATING PROCEDURE (SOP)

SUBJECT: FCC Provider Absences

1. REFERENCE: AR 608-10, Child Development Services, 15 July 1997.
2. PURPOSE: To define the proper procedures for anticipated and emergency absences of FCC providers.
3. APPLICABILITY: This SOP is applicable to all USAG, Vicenza FCC Providers.
4. PROCEDURES:
 - a. Non-Emergency Absences (Medical and Dental Appointments): FCC Providers who choose to close for business during normal program operating hours will be required to give two week notice in writing to each family in care, as well as the FCC Director. The provider must attempt to find alternative care.
 - b. In the event that alternative care is unavailable, FCC Providers will be expected to ensure that the mission of the soldier/working parent is not compromised. Ultimately, it will be the responsibility of the FCC Provider to ensure that consistent and approved care is available for FCC children. If such care cannot be provided, other arrangements should be made to accommodate the absence of the FCC Provider, i.e. chose another "day off" when alternative care can be provided.
 - c. Each FCC provider will obtain a back-up/substitute provider, who has been approved by the FCC Program and is in compliance with all regulatory requirements to hold the status of "back-up". If the FCC Provider is unable to locate such an individual, contact can be made with CYS Central Registration regarding the availability of hourly care at a child development center or the provider can call the child development center directly and request hourly care for FCC children
 - d. Absences for Holidays Other Than Federal: Federal holidays are the only authorized days for closure of a FCC home. Those FCC Providers who choose to close for business on any other days must abide by the following guidelines:

IMEU-VIC-MWC

SUBJECT: FCC Provider Absences (SOP)

(1) FCC Providers must provide Child Care Services on "USAREUR Training Holidays". If the Provider chooses to close for business on these days, they must find and pay for back-up care. At no time will the FCC Provider leave a family without care, ultimately jeopardizing the mission. FCC Providers may choose to "back-up" for another FCC Providers opportunity to observe an occasional "holiday", other than Federal. At no time will providing "back-up" services exceed allowable program ratios. If the FCC Provider is unable to find appropriate back-up and the parent must find alternate care, a refund must be given for that day.

(2) FCC Providers will ensure that parents are given written notice two weeks in advance of an anticipated closure. If the parent expresses the need for care on these days, it will be the responsibility of the FCC Provider to remain open for business or find appropriate back up. To deny care based upon the parent's desire for services on USAREUR Training Holidays is an issue of non-compliance. These issues could result in suspension/ revocation of FCC Certification and denial of subsidy payments for failure to adhere to CYS Program Standards.

e. Absences due to illness/emergency: With the assistance of the FCC Director and Central enrollment, every attempt will be made to locate alternative placement for the children, either with another FCC Provider or at the child development center. If children have arrived in the FCC home and an emergency or illness occurs concerning the FCC Provider, the parent will be notified to pick up the child. If the parent cannot be contacted, an emergency designee should be called. The FCC Provider will also inform the individual that he/she may be requested to pick up the child from the FCC home, if necessary.

4. RESPONSIBILITIES:

a. The FCC Provider will assume the responsibility of ensuring that child care services are provided to those families who need it. If substitute/back-up care is available, it will also be the responsibility of the FCC Provider to make payment arrangements directly to the back-up/substitute caregiver.

b. The FCC Provider will be responsible for notifying the administrative office two weeks prior to any non-emergency absence during program operating hours. Such notice will also be given to each family with a child in care. Additionally, CDS/CLEOS-Central Enrollment will be notified of all anticipated absences in order to delay referrals to families seeking child care services. Failure to provide such notice to the appropriate individual may result in suspension or revocation of FCC Certification.

IMEU-VIC-MWC

SUBJECT: FCC Provider Absences (SOP)

c. The FCC Director will assist the FCC Provider with locating acceptable and approved substitute/back-up care for FCC children in emergency situations. FCC Providers must remember that ultimately it is their responsibility to ensure the continuity of care for their patrons. If a substitute is unavailable, it is the responsibility of the FCC Provider to make other arrangements to accommodate the anticipated absence, by rescheduling to another date.

A handwritten signature in black ink that reads "Eric Weisel". The signature is written in a cursive style with a large, looping "E" and "W".

ERIC WEISEL

Coordinator, Child and Youth Services