

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

IMEU-VIC-MWC

11 October 2007

STANDING OPERATING PROCEDURES (SOP)

SUBJECT: Childcare Reservation Procedures for Evening FRG Meetings

1. REFERENCE: AR 608-10, Child Development Services, 15 July 1997.
2. PURPOSE: To provide guidelines on reserving childcare slots for Family Readiness Group meetings scheduled in the evening, after duty hours.
3. GENERAL: During periods of deployment, childcare services will be provided free of charge on the second and third Tuesday evenings of each month for each FRG to conduct one official meeting per month, provided government funding is available through GWOT or other funding programs. Care will be provided in a CYS facility from 1730 to 2030.
4. PROCEDURES: Childcare reservations must be made no later than the close of business on the first business day of the month. All children with reservations must have current CYS registrations with no outstanding suspense (e.g., documents not submitted, fees not paid, etc.)
5. Reservations will be provided by the CYS Central Registration (CER) office, in one of the following ways:
 - a. The parent comes to the CER office and enters the child's information on the reservation form.
 - b. The parent calls the CER office and gives the information over the phone to the CER clerk.
 - c. The FRG leader, or designated representative, provides a list to CER of all children in the company that need care. The list will include the sponsor's name, child's name, child's age, and parent's contact number.
6. Cancellation of the childcare reservation made by the parent, or the FRG leader/representative, to the CER office during regular business hours and no later than 24 hours before the beginning of the meeting, will be accepted without penalty or consequence. Whoever made the reservation is responsible for notifying CER of any cancellation.

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7. For cancellations with less than 24 hours notice and in the instance of the child not showing for care on the evening of the FRG meeting, the parent's name will be placed on a probation list.
8. When childcare reservations are requested for the next FRG meeting, parents who are on the probation list will be required to leave a \$10.00 deposit at the time of reservation in the CER office. If the FRG leader/representative is responsible for the parent's name being on the probation list because a cancellation was not made in accordance with paragraph 7, the FRG leader/representative will be required to make the \$10 deposit.
9. When the parent brings the child for care on the night of the FRG meeting and attends the meeting, the deposit will be returned to the parent. If the parent does not show for care, the deposit is kept by CER.
10. A parent's name will remain on the probation list for a minimum of two months during which FRG meetings are held. Parents' names will be removed from the list when they achieve two consecutive months of showing for care, attending the FRG meeting, and having the deposit returned.
11. There are two ways that a child can be accepted for care without having made a reservation by the first business day of the month. Neither of these methods is a guaranteed way of receiving care:
 - a. After the first business day of the month, staffing for the childcare will be determined based upon the number and ages of the reserved children and the Army regulations governing teacher/child ratios. If childcare slots are available in a particular age group, parents requesting care after the reservation deadline will be given the available slots if their child(ren) meets the age requirements.
 - b. Parents without reservations may come to the childcare site on the night of the FRG meeting. Fifteen minutes after the start of the FRG meeting, any reserved slots of children who have not shown will be filled, on a first come, first serve basis, with the children waiting on site, provided a child meets the age requirement for a particular slot. Parents with reservations who have not shown for care will be placed on the probation list whether or not the slot can be filled by another child.



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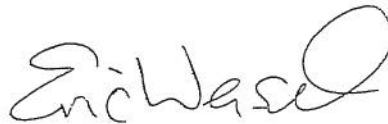
SUBJECT: CDC, SAS and FCC Childcare Reservation for Meetings Scheduled During the Regular Operating Hours

1. REFERENCE: AR 608-10, Child Development Services, 15 July 1997.
2. PURPOSE: To provide guidelines on reservation of childcare slots for meetings scheduled during the regular operating hours.
3. APPLICABILITY: This SOP applies to the Vicenza CDC, SAS and FCC programs.
4. GENERAL: Meetings held during the regular operating hours of the Child Development Center and School Age Services fall into one of two categories: those for which childcare is needed for five or less children, and those for which childcare is needed for more than five children.
 - a. For meetings in the first category (five or less children), childcare reservations will be made by the individual patrons in accordance with reservation procedures set by the Child Development Center and/or with the Family Child Care (FCC) program (i.e. they call the CDC directly or, if they want care from an FCC Provider, they call the CYS Central Registration office or a particular FCC provider if the patron has used that provider previously.).
 - b. For meetings in the second category (more than five children), childcare reservations will be made in accordance with this memorandum.
5. PROCEDURES: A representative from the organizations requesting childcare for meetings must notify the Director of MWR (DMWR) and the CYS Liaison, Education and Outreach Services (CLEOS) Director at least three weeks in advance of the meeting date providing the following information:
 - a. Name of the organization
 - b. POC for the organization with phone contact information
 - c. Purpose of meeting

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- d. Date and time of meeting
 - e. Location of meeting
 - f. Frequency of meeting – one time only, occasional, regularly recurring
 - g. Estimated number of people attending the meeting
 - h. Estimated number and ages of children needing care
6. Childcare slots will be reserved by the CLEOS Director for the meeting based upon the estimates given, past history of attendance, and availability of childcare slots and CYS staff.
7. Patrons will be notified by the representative from their organization who requested the child care that childcare slots are available and the procedure for reserving a slot.
8. Patrons are responsible for calling the CDC (634-7559) or SAS (634-8253) to reserve slots. At the time of reservation, patrons must give the name of the meeting being attended to the CYS staff person taking the reservation.
9. If a patron wants a slot with an FCC provider, the patron will call the CLEOS office (634-7219), giving the same information as would be given if making the reservation at the CDC. The CLEOS staff will make the reservation and inform the FCC provider. The patron is responsible for obtaining a copy of the child's registration packet from the CLEOS office to bring to the FCC provider at the time care is provided.
10. Reserved childcare slots will be filled on a first-come, first serve basis. Forty eight (48) hours prior to the beginning of the meeting, any reserved slots that are not filled will be opened to the general community for reservation.



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