



U.S. Army Child, Youth & School Services

USAG SCHWEINFURT



PARENTS' HANDBOOK



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CYS SERVICES MISSION

Child, Youth and School (CYS) Services provides quality programs and services for children and youth in order to reduce the conflict between parental responsibilities and mission requirements, and to provide consistent, safe, nurturing learning environments for children and youth within USAG Schweinfurt.

- Children and youth are involved in programs that are exciting, engaging, challenging, character building, and focused on developing a passion for learning.
- CYS Services employees and FCC providers wake up every morning excited to start work, feeling informed, competent and empowered. They leave work each day with a sense of fulfillment that they have made a difference through teaching and nurturing children and youth.
- Parents are partners with CYS Services and feel proud to be a part of the USAG Schweinfurt programs where it is evident that employees care about families and are responsive to their needs.
- Schooling is a SIGNIFICANT part of Quality of Life for Soldiers and Families and collaboration with the DoDDS school system helps fulfill the Army Family Covenant and the Army Family Action Plan.

USAG SCHWEINFURT CYS SERVICES PHILOSOPHY

We believe quality programs for children and youth have a significant positive impact on development. We understand that the child is part of a family, a community and a culture and that programs must involve those important aspects of his life.

We are committed to providing quality child care and youth services to the USAG Schweinfurt military community through a seamless system of programs and services. Our child and youth development programs exist to promote the positive, healthy development of young people. Through interesting, challenging and developmentally appropriate experiences, children and young people develop to their fullest potential.

Our philosophy is based on the idea that children and youth learn practical life skills through programs/activities emphasizing fun, play, action, and group and individual challenges. Clubs, teams, celebrations, social events, and volunteer work are all vehicles to get young people involved in positive activity and learning.

Caring adults play an essential role in the healthy development of children and youth. To that end, we make every effort to involve parents in our programs.

We seek to hire people who exemplify the Army Values.



CHILD ELIGIBILITY CRITERIA

Any children of sponsors eligible to use Morale, Welfare and Recreation activities (AR 215-2) may use services provided by the CYS Services system.

When there are waiting periods for program services (full-day, part-day or before/after school), the following priorities for care will be used:

1. Children of single military on active duty or civilian
2. Children of dual military on active duty or civilians
3. Children of full time students
4. Children of regularly scheduled volunteers
5. Children of a non-working spouse



PATRON FEES AND CHARGES

There is no basic CYS Services registration fee. Registration is valid for one calendar year and is reciprocal to other Army installations. Patrons will receive notice as expiration approaches.



CYS Services will use total family income to identify payment categories for patrons registering for all regular full and part-day programs. Patrons must update their financial status annually during re-registration. Patrons' income may be randomly verified during the registration year as part of the auditing process. It is the patron's responsibility to have their child care fees reassessed if there is a change in their income. Patrons who do not wish to disclose financial information will be charged the Category 9 rates.

Patrons will use their current leave and earnings statement (LES) and other financial documentation to determine total family income, as required by the Department of Defense (DoD). TOTAL FAMILY INCOME is defined as all earned income including wages, salaries, tips, long term disability benefits, voluntary salary deferrals, quarters allowances, and subsistence received by a military member and spouse, or anything else of value, even if not taxable, that was received for providing services. Quarters allowances and subsistence allowance means Minimum Basic Allowance for Housing (BAH) and Basic Allowance for Subsistence (BAS) received by a military personnel, (with respect to grade and status) and the value of meals and lodging furnished in-kind to military bases." Patrons must include all earned income for both the sponsor and spouse. Patrons must pay for full-day and part-day programs by the 5th working day after payment is due. Failure to do so may result in a late fee. Patrons in hourly care will pay at the end of each day.

Child Development Center (CDC)

Bldg. 503, Askren Manor
DSN: 354-6281
CIV: 09721-96-6281
Hours of Operation:
Mon-Fri, 5:45 a.m.-6 p.m.

*Programs Available:
Full-Day Care, Part-Day Care
and Hourly Care*

CYS Outreach Services/ Parent Central Services

Bldg. 224, Ledward Barracks
DSN: 354-6517/6414
CIV: 09721-96-6517/6414
Hours of Operation:
Mon-Fri, 8 a.m.-5 p.m.



Family Child Care (FCC)

Bldg. 224, Ledward Barracks
DSN: 354-6487
CIV: 09721-96-6487
E-mail: mail.sft.fcc@eur.army.mil
Hours of Operation:
Mon-Fri, 8 a.m.-5 p.m.

*Programs Available:
Full-Day Care, Part-Day Care,
Hourly Care, Before/After School
Care, and Extended Hours/Long
Term Care*

Youth Center

Bldg. 381, Kessler Field
DSN: 354-6732
CIV: 09721-96-6732
Hours of Operation:
Mon-Fri, 2:30-8 p.m.
Sat, 12-8 p.m.

*SAC and Youth Center
has extended hours during school
out days and during summer
recess, offering various camps and
activities.*



School Age Center (SAC)

Bldg. 224, Askren Manor
DSN: 354-6974
CIV: 09721-96-6974
Hours of Operation:
Mon-Fri, 5:45 a.m.-6 p.m.

*Programs Available:
Before & After School Care, Hourly
Care & Out-of-School Camps*

Schweinfurt CYS Services Administration Office

Bldg. 206, Ledward Barracks
Rooms 402 & 403
DSN: 354-6670
CIV: 09721-96-6670

PROGRAMS

CYS Services offers a variety of child care options to meet the needs of families in USAG Schweinfurt. These programs are listed and defined below.

Full-Day Care:

This program provides developmental services that meet the needs of working parents requiring child care five to twelve hours per day on a regularly scheduled basis.

Part-Day Care:

This program serves toddler and preschool-age children not needing full-day care. Care is provided in short sessions usually meeting for three hours two to three times a week. More information about part-day programs is available at the Parent Central Services office.

Kindergarten Care:

This program provides care for children before and after the regularly scheduled AM Kindergarten Program. SAC staff will walk the children to and from schools and the centers.

Hourly Care:

Hourly care includes developmental services for children that meet the needs of parents requiring short-term child care on an intermittent basis.

- Programs will maintain and use an hourly reservation system. Parents can make reservations for hourly care no more than 30 days in advance. Reservations will be made on a "first-come, first-served" basis. Walk-in slots may be available. Call the facility for more information regarding walk-in procedures.
- Fees for hourly care are charged by the hour, in half hour increments. Payment is due the day that service is rendered. Cancellation needs to be made before 8 a.m. on the day of service.

PROGRAMS

Before & After School Care:

Care is provided before and after DoDDS scheduled school sessions. Patrons can opt for before and/or after school care. Care is also offered on "early out" and no school days.

Camp Programs:

These programs are offered during school breaks to include winter holiday, spring break and summer break. Each week the children are given the chance to explore the world around them through a variety of activities. Our goal is to foster a positive atmosphere and offer rewarding choices so that children can develop a sense of self-esteem as well as life long recreational skills. Camp will feature day trips, arts and crafts, sports and games, music and dance, food and fun and many more options. We provide breakfast, lunch and snacks for the afternoon, however many of the places we visit offer food and souvenirs for purchase with local currency. All children should come prepared to participate in the day's major activities. Entrance fees for the

field trips are included. No alternate care is provided for children not participating in field trips.

Youth Program:

CYS Services would like to help you make plans so you can get the most out of your free time. Take a look at our calendar of programs and activities and see what we have to offer. Take advantage of the programs, scheduled activities and open recreation opportunities at the Youth Center (grades 6-12).

SKIES *Unlimited* Program:

SKIES Unlimited classes offer a variety of activities under the direction of contracted, professional instructors in academics, citizenship, arts and sports. Examples of classes include guitar; piano, German language; ballet and aquatic sports. Classes are available for infants through 12th graders. For more information, contact Parent Central Services, or the *SKIES Unlimited* Program Coordinator at the Ledward Activities Center.

HIRED! and The Edge:

HIRED! and The Edge are part of CYSS Venture Point extracurricular enrichment programs aimed to help children and youth experience, develop, grow and excel.

HIRED! is a no-cost apprenticeship program that provides youth age 15-18 with professionally managed career-exploration opportunities in Family & MWR operations like the library, recreation centers, marketing and more. The program runs year-round in four, 12 week terms. There are special classes including workforce preparation trainings and college exploration workshops. For more information, visit the program coordinator at the Youth Center.

SPORTS AND FITNESS

The Sports and Fitness program, for ages three - 18 years, provides a well-rounded recreation program. The program assists in the building of self-esteem by fostering an enjoyable environment, the concept of teamwork and fair play.

Safety, instruction (learning skills) and participation (making friends and having fun) are three of our top priorities. These programs offer chances for children and youth to participate in athletic learning experiences that can assist with the development of physical, social and emotional well being, and life skills.



ORIENTATION

Prior to utilizing any services at CDC and SAC (hourly, part-day or full-day), parents must attend an orientation. The orientation must be scheduled through CER for part-day and full-day services at the time of placement. Check with Central Registration to find out the regular hourly care orientation hours for CDC and SAC.

DAILY ADMISSION AND PROCEDURES

Parents are required to sign children in and out of the CDC, FCC and SAC. When signing children in, parents must provide the child's name, emergency number, signature and time of arrival on the daily sign-in sheet. These sheets are used to ensure that all children are accounted for throughout the day.

Children will only be released to a parent or to one of the emergency designees specified on the registration form. Written permission must be given for someone other than those on the registration form to pick up the child. Telephone calls are not acceptable for

release of the child. Children will not be released to siblings or youth under the age of 13.

If a parent appears to be under the influence of alcohol or drugs, CYS Services personnel will offer to telephone for another source of transportation for parent and child if the parent intends to drive a motor vehicle. In accordance with AR 608-10, if a parent still insists on driving the child home, the staff shall not restrain him/her or withhold the child. CYS Services will then contact the Military Police and make them aware of the developing situation.

VACATION LEAVE

Parents may take each child out of full-day and part-day programs for two weeks each family registration year. Parents must give at least one week written notice before exercising this option. The leave must be taken in either a one-week block or a two-week block. Unused leave may not be carried over from year to year from child to child and refunds are not given for leave not taken.



DISCOUNTS

Various discounts are available in programs such as Multiple Child Reduction, Staff Discount, Sports Coaches Discount, Respite Care, etc. Please request the most current fee policy brochure for more information on discounts.

WITHDRAWALS

Withdrawals of children from CYS Services accountable care programs (CDC, FCC and SAC) require a two-week advance notice in writing. Without such notice, accounts will be charged for two weeks.

FOOD AND NUTRITION REQUIREMENTS

All meals and snacks provided in our CDC, SAC, Youth Center and FCC programs meet the USDA nutritional requirements. Daily menus are posted in each facility and FCC home and children/youth will be provided with nourishment every three hours. Parents of children with special dietary needs may be required to provide a medical statement completed and signed by a physician. Children/youth may not be eligible for services without appropriate documentation. For more information, contact Parent Central Services. Also, please do not send food from home or outside sources unless requested by the program director.



SPECIAL NEEDS

CYS Services will provide reasonable accommodation for care to children and youth with special needs after determining appropriate placement. This will be determined through the Special Needs Accommodation Process (SNAP), which is composed of the Exceptional Family Member Program (EFMP) Manager, CYS Services Coordinator, Army Public Health Nurse (APHN) and parents/guardians, augmented, as appropriate, with applicable CYS Services program staff, CYS Services School Liaison Officer, school personnel and other appropriate expert personnel as needed. Children/youth may not be eligible for services prior to the SNAP meeting. For more information, contact Parent Central Services.

MEDICAL AND HEALTH POLICIES AND PROCEDURES

Children and youth participating in CYS Services programs must: 1) Be free of communicable diseases 2) Have documentation of all age-appropriate immunizations for children up to the age of 10 and 3) Have a Health Assessment for children up to the age of 10 and for children/youth of any age enrolled in sports and fitness programs.

All children will be screened upon arrival for signs and symptoms of illness, communicable disease, cuts and bruises. If signs or symptoms of illness/infection are noted at any time during care, parents/guardians will be notified and must pick up the child/youth within one hour after notification.

Children/youth may return to the facility when either:

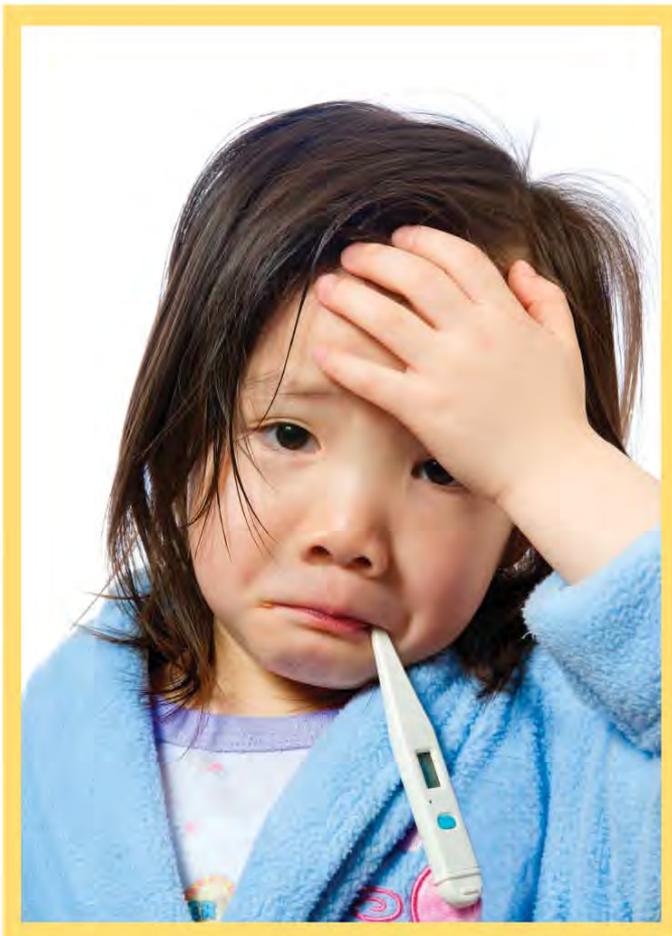
- 1) The child/youth no longer exhibits symptoms of illness or
- 2) The staff is presented with a statement signed and stamped by a licensed independent practitioner to verify the child/youth is no longer contagious.



On the following page, a list of illnesses resulting in denial of care and readmission criteria is provided. For more information on health requirements, please request to review the most current Health SOPs.

ILLNESS AND READMISSION CRITERIA:

Temperature of 101°F for children older than three months and 100.5°F for children three months and younger will be asked to remain outside the program until the fever breaks and is absent for 24 hours. Following is a list of illnesses and conditions that will exclude children from program participation, until readmission criteria are satisfied. For further information, please contact the CYS Services Nurse or your physician.



Persistent Cough, Stools that Change in Consistency and Vomiting:

Readmission Criteria: Must be subsided for 24 hours or longer.

Chicken Pox:

Readmission Criteria: six days or until all lesions are dry and crusted.

Head Lice:

Required for re-admission: Treated with appropriate medications and no nits present.

Strep Throat:

Readmission Criteria: On antibiotics for 24 hours.

Conjunctivitis/Pink Eye:

Readmission Criteria: Discharge and symptoms of infection have cleared.

Symptoms of other contagious diseases, including skin rashes or lesions without existing diagnosis and documentation from a health-care provider or inability to participate in scheduled daily program:

Readmission Criteria: Note from physician.

ADMINISTRATION OF MEDICATION

Certain medications may be administered in the CYS Services setting when it is not possible for parents/guardians to do so. Only physician-prescribed, U.S. military MTF-dispensed antibiotics, antihistamines, decongestants, and behavioral medications may be administered and only the APHN may approve medications that are not MTF dispensed or on the approved medication list.

Medications that are prescribed “as needed” or “PRN” will not be given in programs, with the exception of rescue medications. All medications must be in their original container and labeled with the date issued, child’s name, physician’s name, name of medication, dosage, frequency and instructions for use. All prescriptions must be in English or have a translation provided by the prescribing physician or designee.

A child must be taking the medication for at least 24 hours prior to re-admission. Only staff with the appropriate training will administer medication. Written permission from a parent/ guardian (utilizing a DA Form 5225–R) must be given before administering any medications. A separate form is required for each medication and a new form must be filled out and signed each month. Staff members are not responsible for administering medications to middle school/teen participants, but the facility needs to be aware if the youth is taking any medications. Middle school/teen participants may carry and self-administer their own

medications, but parents/guardians are encouraged to provide backup rescue medications, and youth must administer medication in the presence of a staff member.



Please review the most current CYS Services Health SOP for further information on administration of medications.



ASTHMA/ALLERGIES/MEDICAL CONDITIONS

If your child is diagnosed with asthma or reactive airway disease, please be sure to notify CER upon enrollment. Families will be required to ensure this diagnosis is documented on the health assessment and provide an Asthma Action Plan completed and signed by a physician.

Asthma Action Plans are updated annually and if there are any changes in the child/youth's condition. If the child/youth also requires any asthma medication needed to be given while at a facility, the medication will need to have an Exception to Policy (AE form 608-100 D) and will be administered per their Asthma Action Plan.

If your child has documented allergies, food or environmental, you must have Allergy Action Plan forms completed and signed by a physician prior to participating in any programs. Depending on the nature and severity of the allergy, a SNAP meeting may be necessary to ensure we can meet the needs of the child.

If your child has any condition, including but not limited to ADD, Autism, speech delays, seizures, etc. please note as such with any relevant information when completing registration paperwork, specifically on the Health Screening Tool (DA Form 7625-1). Depending on the condition, a SNAP meeting may be necessary before the child/youth begins care to ensure we can meet their needs.

For more information, please contact Parent Central Service.

CREDIT FOR ILLNESS OR CLOSURE

Credits will not be given when a child is absent for colds or childhood illnesses. A credit may be given for prolonged and/or chronic illness when children are under care of a physician. Exceptions are made on a case-by-case basis and must be submitted in writing to the Program Director. No credits should be expected when facilities/programs must be closed due to weather conditions, maintenance problems or force protection.

STAFF

We recognize that a child's physical and social environments are two important elements in maintaining the child's natural capacity to learn. Our facilities are staffed with a Program Director, Training and Curriculum Specialist, and program staff that are trained in all aspects of Early Childhood Development and/or Youth Adolescent Development.

CYS Services strictly adheres to the following mandated staff to child ratios:

- a) Infants: One staff to every four infants
- b) Toddlers: One staff to every seven toddlers
- c) Preschoolers: One staff to every ten preschoolers
- d) SAC and Youth: One staff to every 15 children/youth

To ensure the safety and well being of your child, CYS Services are monitored by the following agencies or representatives: Preventive Medicine, Community and Occupational Health, Fire Department, Public Works, Safety and Family Advocacy.



100

The percentage of accreditation rates for Army Child Development Centers.

100

The percentage of accreditation rates for Army School-Age Programs.

100

The percentage of DoD certification rates of the Army's Child, Youth & School Services programs.

Certification: *DoD Certification, the equivalent of state licensing, is based on an Army internal evaluation process to ensure Army CYS Child Development Centers, Family Child Care Homes and School-Age Programs meet required DoD quality standards. All caregivers must meet rigid training, health and safety standards, and are subject to unannounced inspections.*



CHILD GUIDANCE AND DISCIPLINE POLICY

CYS Services programs use the term “guidance.” Appropriate guidance should not be viewed as punishment, but rather as means to help a child substitute an appropriate behavior for an inappropriate one.

Adults are role models for children and acceptable ways to express feelings should be a part of that modeling. What children have to say should be valued giving them a sense of self-worth. Added to that, children should be able to make choices, be taught to resolve their own conflicts and be involved in rule making.

Program staff will provide guidance in a consistent way, based on an understanding of individual needs and behaviors of the child at varying developmental levels. Simple understandable rules will be established so that expectations and limitations are clearly defined. Verbal guidance will always be phrased in a positive way.

Acceptable Guidance Techniques

Guidance will be constructive in nature, including such methods as:

- Anticipation of problems and taking preventive action before problems start. Anticipating means knowing the ages and personalities of the children/youth and being able to guess their likely responses to various situations.
- Gentle reminders of the rules to the child/youth.
- Redirecting a child/youth's attention from an inappropriate choice of behavior to an appropriate choice.
- Substituting appropriate choice and/or materials when a child/youth has made an inappropriate choice and/use of materials.
- Helping children make appropriate choices.
- Helping the child/youth to problem solve.
- Praising a child/youth to positively reinforce appropriate behavior.
- Explaining to a child/youth the consequences for behavior that is not appropriate.
- Ignoring inappropriate behavior as long as it is not a dangerous situation.
- Removing a child/youth from a situation that is not safe for the child or others.
- Helping the child/youth regain control of their behavior through time away from the disruptive situation.
- Gentle physical restraint is used as a method of "crisis intervention."



The following discipline techniques are not permitted in CYS Services:

- Spanking, pinching, shaking or other corporal punishment. Corporal punishment is not allowed even when parents give permission. Parents may not use corporal punishment in programs.
- Isolation away from adult sight or contact.
- Confinement in closet, boxes or similar smaller places.
- Binding to restrain movement of mouth, limbs or any other entity.
- Humiliation or verbal abuse. Under no circumstances will verbal profanity be used to, or in the presence of, children or while working in a CYS Services setting.
- Deprivation of meals, snacks, outdoor play opportunities or other program components. Short-term restrictions on the use of specific play materials and equipment or participation in a specific activity are permissible.
- Use of time-outs is limited to one minute per year of age.
- Program staff will not continue punishments set by parents for misbehavior (i.e., restriction).
- Food will never be forced on a child to eat, nor used as a reward for behaviors.

Program staff members will accept responsibility for actions of children in their care and modify inappropriate behavior through accepted guidance procedures. For continued inappropriate behavior, refer to the SOP on Inappropriate Behavior.

Clear and consistent limits should be set with children and youth. When a situation occurs, the child's actions should be addressed and not the child. Children should be praised through verbal and non-verbal forms of communication.

The following behaviors of children and youth are considered inappropriate:

- Physical abuse, whether it is directed toward another child/youth or staff member.
- Spitting
- Use of profane language.
- Constant, deliberate destruction of equipment or other's personal property.

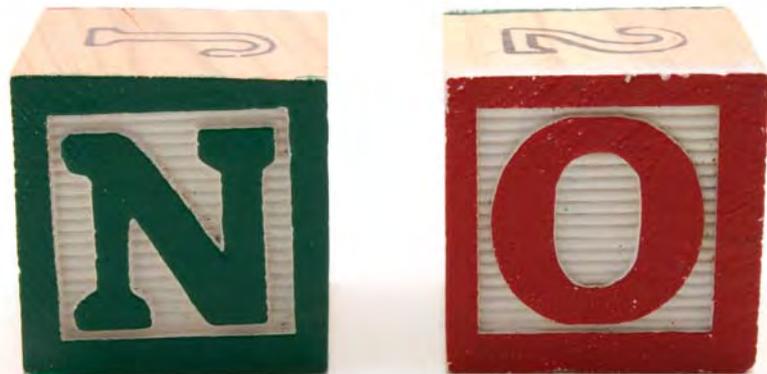


The following are considered zero tolerance rules. Violations of these rules are considered serious acts of inappropriate behavior, and they will result in disciplinary action. The extent of the action taken will be determined by senior direct care staff members and will be based upon intent, possible outcome and age/development level.

* PROFANITY IS NOT TOLERATED IN OR AROUND CYS SERVICES PROGRAMS.

*ALCOHOL, DRUGS OF ANY KIND, TOBACCO AND WEAPONS ARE PROHIBITED IN AND AROUND CYS SERVICES FACILITIES AND PROGRAMS.

- First offense of drinking alcoholic beverages (being under the influence): Parent(s) will be notified. Youth involved will be given a choice of suspension from CYS Services activities for one month or youth will agree to an assessment by the Alcohol and Substance Abuse Counseling Services (ASACS) Counselor.
- Second offense of drinking alcoholic beverages (being under influence): Parent(s) will be notified and there will be a conference with all involved parties. The Chief, Child, Youth and School Services will notify the community commander of the incident. The youth involved will be suspended from CYS Services activities for six months.
- Third offense of drinking alcoholic beverages (being under the influence): Parent(s) will be notified and there will be a conference with all involved parties. The community commander will be notified of the incident. The involved youth will be suspended from all CYS Services activities for one year.
- Any controlled substance incident will result in notification of the Military Police and the community commander. The youth involved will be given an automatic suspension from all CYS Services activities.



- * LYING AND CHEATING WILL NOT BE TOLERATED.
- * STEALING AND VANDALISM WILL BE REPORTED TO THE MILITARY POLICE.
- * PHYSICAL VIOLENCE SUCH AS HITTING OR FIGHTING IS PROHIBITED.
- * MISUSE OF CYS SERVICES PROPERTY WILL NOT BE TOLERATED.
- * ANY UNSAFE ACT MAY RESULT IN DISCIPLINARY ACTION.
- * WILLFUL DEPARTURE OF ANY CHILD FROM AN ACCOUNTABLE CARE PROGRAM SUCH AS SAC.

If committed by older aged youth participating in middle school and teen programs, the youth will immediately be ejected from the center and all YC sponsored activities. Appropriate reporting will be done and the Center/Activity Director will make determination of the duration of the suspension. Legal issue will be handled accordingly and suspension will be automatic until the situation is completely resolved. All staff is authorized to have anyone removed from the center or any activity in order to maintain a safe, positive environment.

In the case of children participating in accountable care programs or those of an age that require adult supervision under the home alone policy, parent/guardians will be called immediately to pick them up.

When direct care staff and the appropriate director have determined that a pattern of unacceptable behavior is developing, the director will make arrangements for a conference with the parent(s). The purpose of the conference is for parent(s) and staff to work together. Emphasis will be on identifying possible underlying causes of misbehavior and deciding on a course of action to change the child's unacceptable behavior.

CHILD ABUSE REPORTING PROCEDURES

CYS Services professionals are required by law to report suspected cases of child abuse or neglect. Inappropriate behavior, dirty clothes, uncleanliness, or suspicious bruises, abrasions, burns, or other physical marks are evidence of possible abuse or neglect and must be reported to the proper authorities for investigation.

If you suspect child abuse has occurred within any of the USAG Schweinfurt CYS Services program, report it immediately to the military police in your community. The military police desk number is 09721-96-2160. Information on child abuse reporting procedures is available on all parent information boards posted within the programs.

PARENT ADVISORY COUNCIL (PAC)

The Parent Advisory Council is a meeting of program managers and program assistants to communicate with parents on the issues concerning children and the programs of the USAG Schweinfurt CYS Services. Each facility within the USAG Schweinfurt CYS Services has an active PAC.



Please ask your program staff about details on the next meeting and come join us. It is an excellent way for you to share your concerns and comments with the staff who work with your child. Advance notice of meetings will be posted and all parents are encouraged to attend and participate.

PARENT INVOLVEMENT PROGRAM

CYS Services strives to grant children their right to an engaging, nurturing and responsive early childhood education. It is our mission to create a learning environment that celebrates childhood and fosters the possible intellectual, emotional, social and physical development of young children. To fulfill this objective, extensive parent and community involvement in our programs is crucial.



CYS Services offers a Parent Participation Program that provides incentives to Family members who donate their valuable time, energy and resources with the intent to enrich their child's experiences. When a parent chooses to participate in our CDC, FCC, SAC or Outreach program, credit is earned toward discounts on child care.

Upon receiving five parent participation credits, patrons are entitled to a 10% discount on one full or part day monthly child care bill or three free hours of hourly/drop-in care. Parents participating in Youth programs may also earn credits toward some fees.

OPEN DOOR POLICY

CYS Services has an open door policy to all parents. Your visits and participation in programming are welcome and encouraged. Your child will enjoy having you visit in his/her activity room. The staff is always glad to see parents being actively involved with their children and management would appreciate your support.



VIDEO SURVEILLANCE

All facilities are equipped with video surveillance equipment that records activity spaces as well as playground entrances/exits.

This equipment is to help ensure the safety of the children/youth in our care. It has been determined by the Staff Judge Advocate that recordings are released only to authorized personnel with an official need for the material such as MPI and CID.



Patrons are only authorized to view the monitor screens, not previously recorded material. Patrons are authorized to view the monitors for a reasonable period of time in a way that does not interfere with the program operation or are permitted to view the monitors when there is a reasonable need, e.g. viewing their child's room or future room vs. a room for which there is no need to know requirements.

S

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T

Y

PARTNERS IN CARE



Parental involvement is an integral ingredient in child and youth programs. Quality programs are a team effort, and we welcome your participation. To assist your CYS Services program staff in maintaining a quality program, we encourage you to actively participate by considering the following:

- Keep us informed of your child's life outside the center and communicate with us often about the activities in our programs.
- Share your concerns and ideas with your program director.
- Participate in the PAC at your program facility.
- Visit and participate in our programs as often as possible. Join your child (ren) for the special celebrations and field trips.

- Read the monthly program newsletter. The staff works to make this an information source for parents concerning their monthly activities.

- Utilize our many training resources. Books, articles, videos and the Training Curriculum Specialist Outreach resource library are available to increase your awareness of child and youth education and parenting enrichment.

- Take time to talk with your child about daily activities. Please join your child in the program at any time.





SUGGESTIONS

- If you have concerns, complaints, or suggestions, please contact your child's primary caregiver at any time. If the matter is not resolved, we encourage you to make an appointment to speak with the program director. If you need further assistance to resolve the issue, you will be referred to the Chief of CY Services.
- A suggestion / concern box is available in each facility. Please be as specific as possible in describing your comments or suggestions so that we can respond to you in a timely and satisfactory manner. You may also utilize the ICE (Interactive Customer Evaluation) system at <http://ice.disa.mil>.

TRANSITION

As partners we will work together assisting your child in adjusting to the CYS Services environment. Specific ways to help in the transition from home to alternate care are as follows:

- A first visit to the program should be a short one whenever possible. Spending time with your child initially will help both of you become familiar with the staff and the daily activities. We encourage you to spend 30-90 minutes with your child assisting in adjusting to the new environment.
- When applicable, bring an adequate supply of diapers, infant food and formula in unbreakable containers to your CDC or FCC home. Food must be provided in unopened jars. Bottles of formula should have a lid. Formula must be prepared and labeled with bottle contents, full name and date. Children need to know in advance when they will be participating in our programs; talk to them about their participation.

- Understand your child may not be happy about being left behind and acknowledge his/her sorrow. Be sure to take time to hug your child and assure him/her that you will be returning.



- Ensure your child is dressed casually enough to enjoy an active day of play. Provide safe footwear. Running, jumping, and messy artwork are part of a normal day in child and youth programs.
- For younger children, please don't forget to place an extra set of clothing and underwear in your child's bag, in case of accidents. Hair barrettes and other hair adornment items are pleasant to look at but not necessarily comfortable for your very young child. Some of these items are also dangerous for your child and for others. Hair clips can get caught, be forcefully removed during play and be a choking hazard for smaller children.

REMINDERS

- Please do not bring toys or other personal items or candy or snacks for your child. If a special toy or security item is brought to the program, staff is not responsible for loss or damage to the item. The wearing of jewelry by children is discouraged. Often the items become lost. If your child has pierced ears, please insure that safety backs are on the earrings to prevent loss and reduce the risk of choking hazards for very young children.

- Outside play is an integral part of your child's day with CYS Services and will take place daily, even in inclement weather. A child cannot completely enjoy this experience if they are not dressed appropriately for the weather. Be punctual for scheduled pick-ups. Let your child know if you will be later to pick them up that day.

Children become upset when their friends are leaving and they are still waiting. A warm greeting upon pick-up to child and staff strengthens bonds and stimulates positive communications.



LAST WORD

We recognize that children often respond negatively to changes and situations they do not fully understand. It is important that you keep the staff informed of matters that may be affecting your child's behavior so we can offer support when they are in the program.

Our goal is to assist parents in raising a happy and well-adjusted child. This can best be accomplished through mutual respect and support. We are confident that as we work together we can do what is best for the children. Together we can make a difference in your child's life!



CYS Services programs are offered as a supplement to, not a substitute for, the family. We invite you to become familiar with our curriculum, visit the programs and join us as a partner advocating what's best for children and youth.



U.S. Army Child, Youth
& School Services

Anti-Bullying Policy

USAG Schweinfurt and Schweinfurt 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 regard 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

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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

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- 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, such as 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

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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:

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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.

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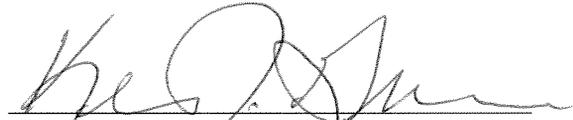
For mistakes, mischief, and mayhem that unintentionally or intentionally create serious problems of great consequence, the **Three R's**—restitution, resolution, and reconciliation—are incorporated into the four steps of discipline.

R.S.V.P.--Consequences need to be Reasonable, Simple, Valuable, and Practical.

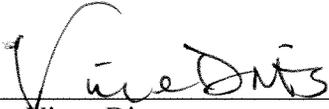
Signed on 9 FEB 2012



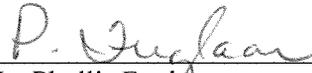
LTC Michael D. Runey
Garrison Commander
USAG Schweinfurt



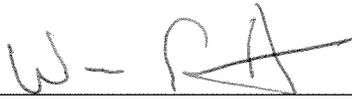
Kevin L. Griess
Deputy Garrison Commander
USAG Schweinfurt



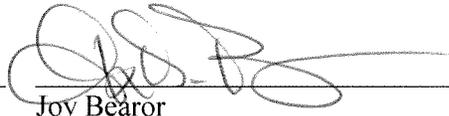
Dr. Vince Diaz
Schweinfurt High School
Principal



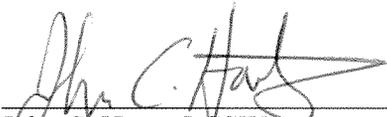
Ms. Phyllis Fuglaar
Schweinfurt Elementary/Middle School
Co-Principal



Dr. William Hill
Schweinfurt Elementary/Middle School
Co-Principal



Joy Bearor
Assistant Civilian Misconduct Action Authority



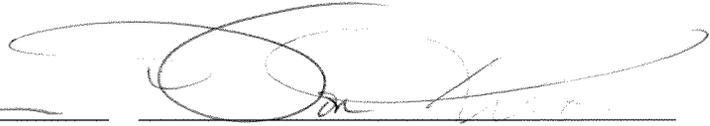
John C. Hartz, LCSW
FAP Supervisor
Schweinfurt Army Health Clinic



CPT Elizabeth M. Mooney
Provost Marshal
USAG Schweinfurt

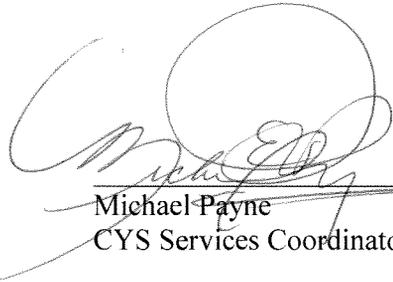


Patricia Lamson
Division Chief
Army Community Service

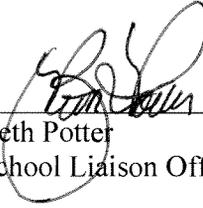


Don Kreager, LICSW
Acting Family Advocacy Program Manager
Army Community Service

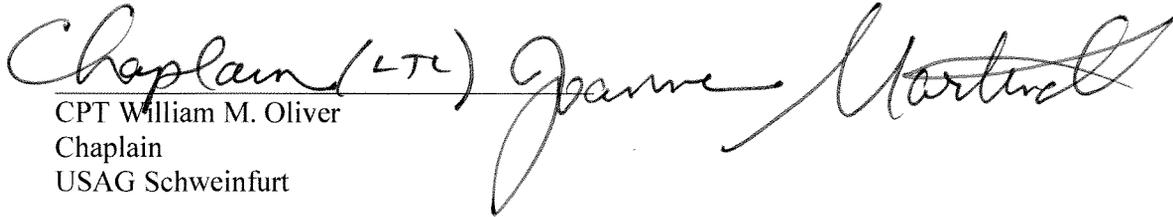
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Michael Payne
CYS Services Coordinator



Beth Potter
School Liaison Officer



Chaplain (LTC) *Janne Martinec*
CPT William M. Oliver
Chaplain
USAG Schweinfurt

Note of explanation:

Civilian Misconduct Action Authority=Garrison Commander

Assistant Civilian Misconduct Action Advisor=staff member that serves as action advisor to the Garrison