

United States Army Garrison Miami



Parent and Family Handbook

<https://miami.armymwr.com/categories/cys-services>



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WELCOME

Dear Parents,

Welcome to United States (U. S.) Army Garrison (USAG) - Miami Child and Youth Services (CYS). We recognize the strength of our Servicemembers comes from the strength of their Families; we consider it an honor and look forward to supporting your Family readiness. CYS is an Army program that provides services to eligible Military, Department of Defense and Contract Agencies who support Southern Command, Garrison and other tenant command missions. Our highly trained staff is committed to providing a safe, nurturing environment that meets the holistic needs of the child ages four weeks to 12 years old. Lastly, our programs and activities are specifically designed by early childhood and youth development specialist to meet the growing needs of 21st century military Families.

CYS believes that parents are the most influential individuals in the lives of their child. For this reason, our facilities and programs strive to create a Family friendly environment where parents and staff work in partnership in the positive development of their child. Research shows that when Families and teachers work together in support of learning, it results in the child remaining in school longer, performing better in school and possessing a higher sense of self-esteem.

We thank you for partnering with USAG-Miami CYS to support the growth and development of your child. We look forward to our partnership, your visits and encourage you to become involved in the program and planned learning activities in the CDC or SAC or in the comfort and convenience of your own home.

Should you have questions, ideas or kudos please use the below chain of command:

- Your child's assigned Child & Youth Program Assistant (CYPA)
- Your child's room Lead CYPA or Supervisory Program Specialist
- Assistant Facility Director
- Facility Director
- CYS Coordinator
- Director of Family, Morale Welfare and Recreation
- Deputy Garrison Manager
- Garrison Manager

We look forward to working with you and are confident that your time with us will be pleasant. Again, thank you for considering USAG-Miami Child and Youth Services!

Sincerely,

Claudette S. Mohn

Claudette S. Mohn
Child and Youth Services Coordinator

CUSTOMER SERVICE

CAREGIVERS CREED

I am an Army Caregiver, a professional trained in my duties. I serve Department of Defense Families who protect the nation by protecting their children. I will always provide a safe, nurturing, and enriching environment. Never will I put children in harm's way or allow others to do so. I will build trust with parents so they can concentrate on their mission. I will always treat Families with the dignity and respect they deserve. Army Caregivers are key members of the Army Team. I am an Army Caregiver!



CUSTOMER COVENANT

Family and Morale, Welfare and Recreation (FMWR) is committed to providing quality through service excellence to our Military and Families commensurate with the quality of their service to our Nation. We understand that we create value for our customers through predictable, consistent and efficient customer focused service.

To that end, we promise our customer they will....

- Always be respected & treated as individuals who are valued.
- Receive a prompt and friendly greeting in a professional and courteous manner.
- Experience aesthetically pleasing facilities.
- Receive timely, accurate and helpful information.
- Be offered high quality products and services.
- Have an opportunity to provide feedback.

MISSION

Our Mission is Caring. We support the Military lifestyle while reducing conflicts between mission readiness and parental responsibilities. When a servicemember or civilian loses duty time during deployment, mobilization or contingency situations due to a lack of childcare, it negatively impacts the military mission. CYS provides critical support services to mitigate such stressors.

VISION

CYS programs provide:

- Seamless delivery systems for children enrolled in CYS Child Development Centers.
- Predictable services.
- Safe, healthy family-friendly environments.
- Well managed programs.
- Accountability for Army, Community, CYS Staff, Child and Parents.
- Satisfied customers – Child, Parents, Army and Community.
- Maintaining status as a “Benchmark for America’s Child Care”.

GOALS

- **Availability:** Provide adequate program capacity and services with the right mix of age groups and spaces to support employment, deployment, health and fitness, youth development and school transition and education.
- **Affordability:** Operate efficiently within Army resource guidance. Establish fees that consider Military Family budgets and meet Army financial goals so that the CYS Program is affordable to both the Army and the Military Family.
- **Quality:** To support the growth and developmental needs of every child, regardless of age or program enrollment. Provide safe and healthy environments with trained and caring adult staff, volunteers and contractors.
- **Accountability:** To effectively safeguard the Army’s resources by efficient management oversight, good fiscal stewardship, reducing waste and protecting assets of programs and services to the Military and their Families.

PHILOSOPY

CYS programs are designed to help your child build within themselves a positive self-concept that generates feelings of acceptance and respect for individuality. We believe in designing and implementing programs that give children opportunities to participate individually or as a group

in age-appropriate developmental activities that allow for and support social, emotional, physical, creative and cognitive growth. We promote and cultivate safe learning environments where your children can resolve conflicts through learning age-appropriate conflict resolution and mediation skills. We believe in partnering with parents and community agencies to nurture a spirit of cooperation and self respect for self and others; reinforce character building and encourage positive parenting.

FAMILIES

Families are the first and primary teachers in their child's life. We support Families in this role through a variety of services that address the specific needs of each Family, to include formal and informal education opportunities. Communication between the child's primary teacher and Family, as well as management and support staff, is critical and includes an open, honest exchange of ideas, concerns, shared decision making, and respect for cultural diversity. We encourage Families to share their culture, heritage and home language.



CONFIDENTIALITY

Only authorized CYS staff will have access to patron files. CYS is committed to protecting the privacy of patron information. Medical information concerning patrons is confidential under state and federal law and may not be discussed at any time with any person under any circumstance.

DIVERSITY / NON-DISCRIMINATION

In accordance with Federal Law, Title VII, the Department of Army, Child and Youth Services prohibits discrimination based on race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity or associational preference in employment and in their program, operations serving Service Members, Families and the community. The Department of Army affirms its covenant to support and serve Family and MWR customers and employees.

OPEN DOOR POLICY

CYS program level management and direct care staff members remain approachable and accessible to parents/guardians during the center's operating hours. Parents/guardians can voice their concerns, complaints and/or compliments regarding their customer service experience. CYS offers Family friendly environments that encourage parents/guardians to drop in to visit or observe their child.

COMMUNICATION/FEEDBACK

- Parents/guardians who want to post questions, comments or concerns regarding CYS programs may do so at the following email address: www.contactus@armymwr.com
- If you do not have access to email, write your questions, comments or concerns and place them in the drop box designated by the Parent Central Services office or in the CDC/SAC. You have the option of remaining anonymous or, should you desire feedback, you may include your name and address.
- You may also complete an Interactive Customer Evaluation (ICE) survey under the USAG-Miami FMWR website at http://ice.disa.mil/index.cfm?fa=site&site_id=628
- Visit our website at: <https://miami.armymwr.com>
- Follow us on Facebook: www.facebook.com/miamifmwr and www.facebook.com/USAGMiamiFamilySupportCenter

CHAIN OF COMMAND

The most effective way to resolve issues is to channel them through the CYS Chain of Command. Should all attempt at resolution fail, parents/guardians can elevate their issues or concerns up through the Chain of Command in the order below:

- Primary Program Assistant (Classroom Lead Teacher) Respective Activity Room
- Assistant Facility Director: 305-437-3040
- Facility Director: 305-437-1264
- Child and Youth Services Coordinator: 305-437-2225
- Director, Family and Morale Welfare & Recreation (FMWR): 305-437-2720
- Deputy Garrison Manager: 305-437-1708
- Garrison Manager: 305-437-1708

CHAPTER 1- SAFETY & RISK MANAGEMENT

CHILD ABUSE AND NEGLECT

DoD defines reportable child abuse and neglect as follows: Child abuse and neglect includes physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, or combinations of these, by an individual responsible for the child's welfare under circumstances indicating that the child's welfare is harmed or threatened. The term encompasses both acts and omissions on the part of a responsible person. A "child" is a person under 18 years of age for whom a parent, guardian, foster parent, caretaker, employee of a residential facility or any staff person providing out of home care is legally responsible.

• **Child Abuse Reporting: All CYS professionals are trained, knowledgeable and considered "mandated reporters" who are required by law to report suspicions of child abuse or neglect.** If CYS professionals notice suspicious bruises, cuts or burns on a child, they must follow the specific protocols listed below.

1. Report the incident to the installation Reporting Point of Contact (RPOC). *The USAG - Miami RPOC is located at Army Community Services Family Advocacy Program at 305-437-2645.*
2. Notify the appropriate CYS program director after notification to RPOC.
3. Report the incident to the State Child Abuse Hotline as required by state law.

• DoD Child Abuse and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout the CDC should a parent, guardian or staff need to report incidents of suspected abuse.

• The DoD Child Abuse and Safety Violation Hotline number is: CONUS: 1-877-790-1197 or OCONUS: 703-604-2547 (call collect).

BACKGROUND CLEARANCES

• All individuals who regularly interact with children under 18 years of age in Army-sponsored and sanctioned programs are required to undergo detailed initial background checks as well as periodic reinvestigations.

• Until all background checks are satisfactorily completed, individuals must volunteer/work within "Line of Sight Supervision" (LOSS) of a cleared staff member and are not permitted to be left alone with children.

• Staff under LOSS will be identified by nametags with first and last names and burgundy scrub tops, red bib aprons, red polo or t-shirts. Staff who have completed background checks will be identified by nametags with first and last names and green scrub tops, green bib aprons, green polo or t-shirt.

Classroom leads will be identified by nametags with first and last names and blue scrub tops, blue bib aprons, blue polo or t-shirts. Management staff will wear nametags with first and last names and appropriate business attire.

SIGN IN/OUT FACILITIES

- To maintain a safe and secure environment, all visitors are required to sign in/out at the facility's front desk and obtain a visitor's identification badge.
- Parents/guardians simply dropping off or picking up their child do not have to sign in.
- Parents/guardians visiting the facility or a classroom greater than 15 minutes must sign in at the classroom or at the front desk.



CHILD GUIDANCE AND TOUCH POLICY

- Helping a child understand and make appropriate choices is the basis for child guidance. When a child misbehaves, CYS staff works along with the Parent/Guardian using Positive Guidance (Positive Discipline, Positive Parenting, Gentle Touches and Loving Guidance) to identify the problem and find strategies that enable the child to respond appropriately.
- *Positive Guidance* is a belief that children should be treated with respect, free from fear of violence and shame and guided with loving encouragement. ***Corporal punishment is not allowed in the CYS programs under any circumstances, even with parent approval.***
- *Boundaries* for appropriate and inappropriate touching are established to ensure clear understanding of what is acceptable and what is not acceptable. Inappropriate touching will be investigated and may be grounds for immediate removal of a CYS staff member, contract employee or volunteer. **Inappropriate child on child touch is reportable and will be addressed on an individual basis but could warrant temporary removal while the incident is under investigation.**

BITING

Policies will focus on modifying the child's behavior within the existing environment rather than "suspending" the child. When this is not possible, the Outreach Services Director will assist parents in obtaining care in another CYS setting, if available.

BULLYING

- U.S. Army Garrisons and Schools are committed to making our facilities, homes and community safe, caring, and welcoming places for all who enter our doors, particularly our children/youth. For this reason, CYS has a zero tolerance for acts of bullying or disrespect towards children/youth or CYS staff. We treat each other with respect. Our community and centers define respect as follows: Treat others, *regardless of age or position*, with the same level of respect and dignity you wish to be treated with.
- CYS defines bullying as follows: A mean, and one-sided activity intended to harm where those doing the bullying get pleasure from the intended target's pain and/or misery. Bullying can be verbal, physical, and/or relational to the target's race, ethnicity, religion, gender (including sexual orientation), physical, or mental attribute. It includes all forms of hazing and cyber bullying and can be and often is continuous and repeated over time. However, once is enough to constitute bullying.
- Bullying (on post as well as off post), including all forms of cyber bullying, can impact the targeted individual's feeling of safety and create an intimidating, hostile or offensive environment. The CYS Coordinator or Facility Director will immediately address such actions for the well-being and safety of all children/youth and the community.

VIDEO SURVEILLANCE SYSTEM (VSS)

- CYS utilizes a comprehensive video (with audio) surveillance system. VSS is designed to deter and reduce the risk of child abuse in CDC/SAC activity rooms; protect staff from unwarranted allegations of child abuse, provide Servicemembers and Parents with "peace of mind" and support CYS management staff in the exercise of program oversight.
- The cameras record most activity areas in the interior and exterior of the building to include the playgrounds. **You may submit a written request to view a portion of your child's/youth's time with the facility manager.** Due to confidentiality reasons, copies of these recordings are not authorized to be given to parent/guardians. Recordings are released only to authorized professionals such as the Military Police and the Criminal Investigation Division for official business.

ADULT/CHILD RATIOS

- Staff-to-child ratios must be maintained at all times of the day except under rare conditions caused by compensatory enrollment as outlined in guidance (see AR 608-10.1-1 for more information).
- The intent is to always be at ratio and not over or under ratio.
- Ratios will not be decreased to accommodate children/youth with special needs.
- Volunteers or other non-CYS staff not paid with CYS funding may be used to supplement the ratio.

- All rooms in our CDC are multi-aged with a minimum age span of 18 months.
- Maximum group size is limited to two ratios of children (e.g., two ratios of preschoolers = 20; a ratio of infants (4) and a ratio of pre-toddlers (5) =9).
- **Adult/Child Ratios are:**

CDC/SAC (Facilities)	
Adult/Child	Age
Infants 1:4	6 weeks to 12 months
Pre-toddlers 1:5	13 to 24 months
Toddlers 1:7	24 - 36 months
Preschoolers 1:10	3 to 5 years
Kindergartners 1:12	5 to 6 years
School-Age 1:15	1 st to 5 th grade

TRAINING & PROFESSIONAL DEVELOPMENT

All CYS professionals working directly with children/youth complete standardized orientation training before they can work directly with children. The orientation includes such topics as applicable regulation and installation policy; child health and safety; child abuse identification, reporting and prevention; age-appropriate guidance and discipline; parent and family relations; health and sanitation procedures and position orientation. Training is ongoing and competency based. Assessments are completed to ensure staff comprehend and demonstrate the knowledge and skills learned from training. Other CYS professionals (directors, cooks, etc) complete an orientation and ongoing training as well.

PARENT INVOLVEMENT

Parents/Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplined Team Inspection (MDTI) program surveys, National Association for the Education of Young Children (NAEYC) Accreditation and Parent Advisory Board. These processes help ensure the safety and well-being of children while improving administrative policies and programming issues geared toward program quality. ***Moreover, parents/guardians who participate in the program may earn points toward fee reduction on their childcare.*** For detailed information on the various ways parent/guardians can participate in CYS programs and activities, contact your Parent Advisory Board representative, Facility Director, Outreach Services or CYS Coordinator.



REGULATIONS & INSPECTIONS

Regulations and services apply uniformly throughout the Army; however, garrison commanders/managers have the discretion to modify specified guidance to meet the appropriate requirements. In order to provide consistency, USAG – Miami CYS is inspected annually and required to follow the following Army Regulations (AR), Department of Defense Instruction (DoDI) and Public Law (PL):

- Installation Level Child and Youth Services Inspection
- AR 608-10.1-1, Personnel Affairs Installation Management Command (IMCOM) G9, FMWR CYS
- AR 215-1, Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities
- DoDI 1015.2 MWR Programs
- DoDI 6060.2, Child Development Programs
- DoDI 6060.3, School-Age Programs
- DoDI 6060.4, Youth Services Programs
- DoDI 1402.5, Criminal History Background Checks on Individual in Childcare Settings
- DoD I 6025.18-R Privacy of Health Information
- PL 101-647 Crime Control Act
- PL 106-104 Youth Sponsorship
- PL 104-106 – Military Child Care Act
- PL 104-201, Sec 1044: Cities concern for lack of support for DoD Youth Programs
- PL 106-65, Sec 584, Expanded Child Care and Youth program services.
- PL 106-79, Conference Report – DoD Report on Family Childcare Subsidy/Access to Military Child Care
- P L 101-366 American with Disabilities Act

ACCREDITATION

Accreditation is an activity, not a status. The benefits of accreditation are the external mark of quality, high standards, process improvements and support. The CDC/SAC program undergo a rigorous accreditation process. The Child Development/School Age Center is fully accredited through the following entity:

- **National Association for the Education of Young Children (NAEYC)** - Sets professional standards for early childhood and school age education programs age and helps families identify high-quality programs for their young children.

CHAPTER 2- REGISTRATION PROCESSES & PROCEDURES

Parent Central Services commonly referred to as the “Gateway to CYS,” is the first place a Family visits at a new installation to obtain information to register for CYS programs. Parent Central Services:

- Verifies a patron’s eligibility using the DoD ID Card (Military, Civilian DoD contractor assigned to the Garrison, Reservist/National Guard, Active-Duty soldier on orders).
- Determines services patrons needs (Wait list, hourly, part day, full day, SAC etc.).
- Explains age-appropriate programs associated with patron’s children.
- Conducts a search for care in CYS for immediate openings.
- Conducts initial and re-registration of patrons into all CYS programs.
- Explains Wait List polices and assists with wait list placement.
- Determines patron fee category IAW with the latest fee policy.
- Schedules new patrons for program orientations.
- Sends eNews publications and messages and contributes to websites of interest to parents.



ITEMS REQUIRED FOR CHILD REGISTRATION

Children/Youth must be fully registered before they can use any CYS program. Contact your local Parent Central Services Office to set up an appointment to complete your registration. Limited “walk-in” services may also be available.

- **To expedite or avoid delay of the registration process, please have the following available:**
 - Identification Card (Sponsor or Spouse).
 - Proof of Child Eligibility (i.e., Legal Guardianship papers, Child Military ID Card, or Tricare card or DEERS printout from Soldier’s AKO).
 - Copy of Child’s Birth Certificate – Required of DoD civilians or contractors.
 - Immunization Record or transcription.

- Proof of Income: (i.e., Leave and Earning Statements/Pay Vouchers or proof of fulltime school enrollment).
- Health Assessment/Sports Physical Statement or Well Baby Check Up (due within 30 days of registration).
- Local Emergency and Child Release Designee (minimum of two).
- Family Care Plan (Dual/Single Military Only).
- Families must attend a parent orientation prior to starting in the program. Once your child has been accepted into the program, please check with the program for specific times and dates for the parent orientation.
- Registration cannot be completed without all current, required information. It is essential that emergency contact data be kept current.
- All registration information must be updated annually. Parent Central will contact you to remind you that your annual registration is due. Failure to update information will result in suspension of program participation.
- CYS membership is transferable to other Army installations.

GLOBAL DATA TRANSFER (GDT)

- This database makes it possible for Families relocating to a new duty station to forward their child's registration records to their next duty assignment prior to arrival.
- Upon arrival the Parent Central Services at the new duty station need only import the patron's information (e.g., names, birth date, child's health records, etc) is stored in the database.
- Families will provide needed updates upon arrival at the new location. Contact Parent Central Services for details on how to take advantage of this convenient tool.

PATRON ELIGIBILITY

- CYS accepts children as young as six weeks through twelve (12) years old.
- *Eligible Patrons* of Department of Defense (DoD) Child Develop Programs (CDP) include active-duty Military personnel, DoD Civilian personnel paid from both appropriate funds (APF) and non-appropriate funds (NAF), reservists on active duty or during inactive duty personnel training and DoD contractors.
- *Priority* for childcare is Active-Duty Military/Guard/Reserve with limited wait times of less than 45 days and then to DoD civilian professionals. The Garrison Manager enforces a priority system set forth by DoD.
- The purpose of the CDP and School Age Center (SAC) programs offered by the DoD Components is to assist DoD Military and Civilian personnel with balancing the competing demands of family life and the accomplishment of the DoD mission and to improve the

economic viability of the family unit.

- Child Care and School Age Care is not considered an entitlement. (Reference: DODI 6060.2 and 6060.3, #4 Policy.)
- Foreign Military Service members assigned to the Installation/serving the DoD will pay the child and youth fee based on their Total Family Income (TFI). The eligibility criteria and priority are the same as any other Active-Duty Military or DoD Civilian.
- Military personnel of foreign nations and their Families when on orders from the U.S. Armed Forces, or in overseas areas when the overseas commander grants privileges in the best interest of the United States. (Reference: AR 215-1 when addressing children 0-12 refer to AR 608-10.1-1).
- Active Coast Guard are eligible patrons. The eligibility criteria and priority are the same as any other Active-Duty service member. Fees are based on their TFI.
- Retiree's eligibility is limited to the use of instructional programs, Youth Services and Sports and Fitness programs where applicable. Fees are not based on TFI.
- **Definition of Parent:** A parent or legal guardian is defined as the biological mother or father of a child; a person who by order of competent jurisdiction has been declared the mother or father of a child by adoption or the legal guardian of a child.
- **In Loco Parentis:** When an individual acts "in loco parentis" as the parent, this can only exist when the individual undertakes care and control of another (child/ren) in ABSENCE of such supervision by the natural parents and in absence of formal legal approval. When the parent is still in the picture no such "in loco parentis" relationship exists. This guidance has been provided by the IMCOM Office of Staff Judge Advocate.

IMMUNIZATIONS

- Children accepted for childcare in CYS programs must be free from communicable diseases such as measles, mumps, hepatitis, scarlet fever and strep throat, and have written documentation of all age-appropriate immunizations.
- Child immunizations must be up to date in order to participate in CYS programs.
- A waiver must be approved by the CYS Coordinator or health advisor before childcare can begin.
- Children who are not immunized will be denied childcare during outbreaks.
- A request for a waiver based on a religious objection must be accompanied by a signed statement by the parent specifying the religious objection.
- A request for a waiver based on a medical condition must be accompanied by a signed, preferably stamped, and dated statement from a credentialed medical provider documenting why the child is exempt.
- Children with approved immunization waivers will be excluded from CYS programs during a declared outbreak or in the event of an identified vaccine-preventable disease case, for which

children are not immunized, and/or do not possess evidence of immunity for their protection and safety, until the contagious period is over.

- **A list of the most recent immunization recommendations from the Academy of Pediatrics is provided on the next page.**

Table 1

Recommended Child and Adolescent Immunization Schedule for ages 18 years or younger, United States, 2022

These recommendations must be read with the notes that follow. For those who fall behind or start late, provide catch-up vaccination at the earliest opportunity as indicated by the green bars. To determine minimum intervals between doses, see the catch-up schedule (Table 2).

Vaccine	Birth	1 mo	2 mos	4 mos	6 mos	9 mos	12 mos	15 mos	18 mos	19–23 mos	2–3 yrs	4–6 yrs	7–10 yrs	11–12 yrs	13–15 yrs	16 yrs	17–18 yrs	
Hepatitis B (HepB)	1 st dose	← 2 nd dose →					← 3 rd dose →											
Rotavirus (RV): RV1 (2-dose series), RV5 (3-dose series)			1 st dose	2 nd dose	See Notes													
Diphtheria, tetanus, acellular pertussis (DTaP <7 yrs)			1 st dose	2 nd dose	3 rd dose			← 4 th dose →				5 th dose						
Haemophilus influenzae type b (Hib)			1 st dose	2 nd dose	See Notes		← 3 rd or 4 th dose → See Notes											
Pneumococcal conjugate (PCV13)			1 st dose	2 nd dose	3 rd dose		← 4 th dose →											
Inactivated poliovirus (IPV <18 yrs)			1 st dose	2 nd dose			← 3 rd dose →					4 th dose						
Influenza (IV4)										Annual vaccination 1 or 2 doses				Annual vaccination 1 dose only				
Influenza (LAIV4)														Annual vaccination 1 or 2 doses			Annual vaccination 1 dose only	
Measles, mumps, rubella (MMR)						See Notes	← 1 st dose →						2 nd dose					
Varicella (VAR)							← 1 st dose →						2 nd dose					
Hepatitis A (HepA)						See Notes							2-dose series, See Notes					
Tetanus, diphtheria, acellular pertussis (Tdap ≥7 yrs)																1 dose		
Human papillomavirus (HPV)																See Notes		
Meningococcal (MenACWY-D ≥9 mos, MenACWY-CRM ≥2 mos, MenACWY-TT ≥2years)																1 st dose	2 nd dose	
Meningococcal B (MenB-4C, MenB-FHbp)																	See Notes	
Pneumococcal polysaccharide (PPSV23)																	See Notes	
Dengue (DENV4CYD; 9–16 yrs)																	Seropositive in endemic areas only (See Notes)	

Range of recommended ages for all children
 Range of recommended ages for catch-up vaccination
 Range of recommended ages for certain high-risk groups
 Recommended vaccination can begin in this age group
 Recommended vaccination based on shared clinical decision-making
 No recommendation/ not applicable
 Seropositive in endemic areas only (See Notes)

HEALTH ASSESSMENT

- A current health assessment, within one (1) year of registration, is required.
- If a current health assessment is not available at registration, it must be completed within 30 days of enrollment.
- Health Assessments are good for three (3) years but signed annually to verify that the child does not have any major health status changes.
- Well baby exams or school athletic physicals can be used in place of the health assessment if dated, signed and stamped by the health care provider and parent within one year.

SPECIAL NEEDS IDENTIFICATION

- The Army Child and Youth Services Screening Tool is required to be completed by parents to screen all children for special needs at initial registration and annually thereafter.
- Upon identification of special needs, supporting documentation must be submitted with the screening tool and forwarded by CYS to the Army Public Health Nurse (APHN) for review.
- If your child has a disability or other special needs, the parent/guardian will be asked to participate in the Multidisciplinary Inclusion Action Team (MIAT) special needs accommodation process.
- Children with the following conditions might be referred to the MIAT/Inclusion Action Team:
 - Allergies
 - Special Diets
 - Respiratory Diagnosis
 - Epilepsy/Seizure Disorder
 - Diabetes.
 - Other

MULTIDISCIPLINARY INCLUSION ACTION TEAM (MIAT)

The Inclusion Action Team is a multidisciplinary group that explores installation childcare and supervision options for children that have been diagnosed with life-threatening conditions, functional limitations or behavioral/psychological conditions.

- The team determines accommodations for childcare and supervision placement and considers feasibility of program accommodations and availability of services to support child needs.
- Parent participation is crucial to the success of the MIAT.
- It is CYS' intent to include children with special needs in all programs and services to the extent possible within resources available and based on each individual child's condition and safety considerations.

SPECIAL DIET

- Families with children who have life threatening food allergies or special dietary needs must provide a statement from their health care provider specifying the following:
 1. Which foods the child cannot consume
 2. The resulting allergic reaction if ingested
 3. If applicable, any allowable food substitutions.
- To ensure safety and well-being, children may not be eligible for services without appropriate documentation.
- Families whose child follows a special diet due to religious reasons must have a representative from their religious institution provide a statement specifying which foods should be eliminated as well as allowable substitutions.
- Parents will provide food substitutions daily if CYS cannot reasonably accommodate. For more information, please contact Parent Central Services.

MEDICAL ACTION PLAN (MAP)

Maintaining the health and safety of every participating child in CYS programs is of utmost importance. If a child has a medical condition/diagnosis, such as allergies or asthma, that may require them to take medication while participating in an activity, the parent/guardian will be asked to complete a Medical Action Plan (MAP).

- Medical Action Plans (MAPs, 7625-3 or Tool #2) are valid for one year or until notified of health status changes, based on the date signed by physician (MAPs) or APHN (7625-3, or Tool #2). This plan is completed by the child's/youth's health care provider to ensure CYS staff is aware of the proper medication and the necessary course of treatment for the child.

REASONABLE ACCOMMODATION

These are basic adjustments, supports and/or modifications that may be needed by a child with special needs to facilitate access to a program on an equal basis to their non-disabled peers. Accommodation for children with special needs is not considered reasonable if it imposes an undue hardship on the operation of the program, requires fundamental alteration of the program or poses a direct threat to the health or safety of the child with special needs or others.

WAIT LIST

- Because of the high demand for childcare, it is not unusual for families to be placed on a waiting list.
- Placement on this list is determined by sponsor priority and the date of application.

- Children are placed on the respective Military Childcare (MCC) wait list. Patrons access their account and waitlist placement by visiting the militarychildcare.com website.



Note: Families wishing to enroll their children in a program must go to Military Childcare.com at www.militarychildcare.com and create an account to place their child on the USAG-Miami waiting list.

Those families expecting a child are encouraged to place their child on the waiting list at as soon as possible as infant care has a long waiting time for placement.

When a space is offered families must reply promptly and start care within two weeks (check email in the profile regularly). This ensures the space is not offered to the next eligible patron.

- Priority for care is contingent on the status of the child’s sponsor and is verified during the registration process.
- **The Military Family Types and DoD Priority chart is provided on the next page.**

Military Family Types and DoD Priority

Families select their sponsor type (e.g., Active Duty Military, DoD Civilian) and spouse status (e.g., Working, Student, Seeking Employment, Non-Working) when they create or update their MCC household profile. MCC uses this information to create a military family type for the household, which is associated with a DoD priority. MCC uses the assigned DoD priority, along with the request for care date to determine sequence on the waitlist.

The chart below contains a complete list of all DoD priorities. You can use this chart as a quick reference when speaking to families about the DoD placement process or their specific DoD priority for care.

Military Family Type	Priority
CHILD DEVELOPMENT PROGRAM STAFF	
Child Development Program Staff	1A
ACTIVE DUTY COMBAT RELATED WOUNDED WARRIOR	
Combat Related Wounded Warrior*	1B.1
ACTIVE DUTY MILITARY/ACTIVE DUTY COAST GUARD	
Single/Dual Active Duty Military/Coast Guard	1B.2
With Full-Time Working Spouse	1B.4
With Part-Time Working Spouse	1C.1
With Spouse Seeking Employment	1C.1
With Full-Time Student Spouse	1D.1
With Non-Working Spouse	3A
GUARD/RESERVE ON ACTIVE DUTY OR INACTIVE DUTY TRAINING STATUS	
Single/Dual Guard/Reserve on Active Duty or Inactive Duty Training Status	1B.3
With Full-Time Working Spouse	1B.5
With Part-Time Working Spouse	1C.2
With Spouse Seeking Employment	1C.2
With Full-Time Student Spouse	1D.2
With Non-Working Spouse	3A
DOD/COAST GUARD CIVILIAN	
Single/Dual DoD or Coast Guard Civilian	2A
With Full-Time Working Spouse	2B
With Spouse Seeking Employment	3B
With Full-Time Student Spouse	3C
With Part-Time Working Spouse	3F
With Non-Working Spouse	3F

Military Family Type	Priority
GOLD STAR SPOUSE (COMBAT RELATED)	
Gold Star Spouse (Combat Related)	3D
DOD CONTRACTOR	
Single/Dual DoD Contractor	3E
With Full-Time Working Spouse	3E
With Spouse Seeking Employment	3E
With Full-Time Student Spouse	3E
With Part-Time Working Spouse	3F
With Non-Working Spouse	3F
OTHER ELIGIBLE	
Deactivated Guard/Reserve Personnel	3F
Other Federal Employees	3F
Military Retirees	3F

- *When Service members designated as combat-related wounded warrior in an Active Duty status require hospitalization, extensive rehabilitation, or significant care from a spouse or care provider and requires full-time child care, they may be placed into Priority 1B. This designation requires installation commander approval (this authority cannot be delegated).
 - Full-Time Working: Working 30 hours per week or 100 hours per month OR working less than 30 hours per week or 100 hours per month and enrolled in a post-secondary educational institution
 - Part-Time Working: Working less than 30 hours per week or 100 hours per month
- Definitions: Full-Time and Part-Time Working
 - Full-Time Working: Working 30 hours per week or 100 hours per month OR working less than 30 hours per week or 100 hours per month and enrolled in a post-secondary educational institution
 - Part-Time Working: Working less than 30 hours per week or 100 hours per month
- Guidance: Full-Time and Part-Time Student
 - Full-time student status will be verified once an offer is made. The family may be asked to show documentation from the school verifying the full-time status during the eligibility verification process.
 - Part-time students who are not working should select "Non-Working."

VIABLE CHILD CARE OPTION

- Viable childcare to meet the patron's schedule that reflects the necessary program type (full day, hourly, part day, etc) and the appropriate age group (infant, toddler, preschool and school-age) for the child.
- Viable off-post care options are those that are comparable in price and quality to CDP sponsored childcare options.

CHAPTER 3 - DAILY OPERATIONS

DAILY ADMISSION/RELEASE AND ARRIVAL & DEPARTURE PROCEDURES:

Under no circumstance will a child be released to any person who is not authorized to pick up the child. Positive control of child will be maintained at the classroom level.

- Upon entering the facility, parents/designated representative will swipe their child into the Child Youth Management System (CYMS) at the front desk before proceeding to their child's classroom. Under no circumstance will the parent/designated representative move beyond the front desk without first swiping in. After swiping in at the front desk, the parent/designated representative may proceed to the classroom. Upon entering the classroom, the parent/designated representative will sign the child in, annotating his/her name, date, time and signature.
- School age children may be swiped in by their parent/designated representative or the child will key their personal identification number (PIN) into CYMS, and the parent/designated representative will then sign the child in, as above.
- *For pick-up of child(ren), parents/designated representatives will follow the same procedures listed above.*
- Parents/guardians and visitors will enter and exit Facility through the front entrance/reception area, except during emergency evacuation and fire drills. During evacuations/fire drills, patrons will follow designated facility evacuation procedures.
- Unless prior written arrangements have been made with CYS professionals, only parents or parent designees shown on DA Form 4719-R may take a child from a CYS program.
- Children may not be released to siblings or other children under age 13 unless approved by the program director on a case-by-case basis.
- No parent may be denied access to a child, including the right to pick up a child from a CYS program, unless a copy of the custody agreement or court restraining order that relinquishes such parental rights is on file at the care giving site.

DENIAL OF CHILD CARE SERVICES

CYS takes all reasonable precautions to offer a healthy environment.

- To ensure the safety of all enrolled children/youth the staff will observe children/youth for signs of illness or symptoms of contagious disease upon arrival, while they are in care and before they leave.
- If a child develops minor health problems after being dropped off for the day, the parents will be notified, and the child will be placed in an isolated area until they are picked up. Families **MUST** pick up the child within **60 minutes** of notification of illness. Failure to do so will result in contacting Family's chain of command.

- Parents will be immediately notified of any emergency or acute illness. The Army Public Health Nurse (APHN) and parents will be informed of a child's exposure to a communicable disease while in a CYS program.
- Children/youth who appear to be ill or show visible signs of fever will be screened closely and may be denied admission based upon the following symptoms:
 - Inability to participate in daily activities.
 - Temperature above 100.5° F (38.06° C) for children three (3) months or younger or above 101.0° F (38.3° C) for children older than three (3) months.
 - Impetigo: Red oozing erosion capped with a golden yellow crust that appears stuck on.
 - Scabies: Crusty wavy ridges and tunnels in the webs of fingers, hand wrist and trunk.
 - Ringworm: Flat, spreading ring-shaped lesions.
 - Chickenpox: Crops of small blisters on aired base that become cloudy and crusted in 2 to 4 days.
 - Head Lice or Nits: Whitish-grey clot attached to hair shafts.
 - Culture Proven Strep Infections: Infections that have not been under treatment for at least 24 hours.
 - Conjunctivitis (Pink Eye): Red watery eyes with thick yellowish discharge.
 - Persistent Cough, Severe Diarrhea or Vomiting.
 - Symptoms of other Contagious Diseases such as Measles, Mumps, Hepatitis, etc.
 - Infections.
 - Pinworm Infestation.

RE-ADMISSION AFTER ILLNESS

CYS staff will provide Parent/Guardian with an illness/injury readmission form detailing criteria for readmission. The Child's health care provider should use the form to indicate when it's safe for the Child to return to the program. However, a note alone from the health care provider ***will not*** automatically re-admit the child into the program or override Army regulations. The child may only return to the CYS program when the following conditions exist:

- Fever has been absent for 24 hours.
- Nausea, vomiting or diarrhea stopped for 24 hours.
- The appropriate number of doses of an antibiotic given over a 24-hours for known strep or other bacterial infection.
- Chicken pox lesions until all pustules are dry and crusted and medical provider note clearing return.
- Scabies is under treatment and a physician's note.

- Lice are under treatment and a physician's note.
- Pinworm treatment has occurred 24 hours before readmission and a physician's note.
- Lesions from impetigo are no longer weeping.
- Ringworm under treatment and a physician's note. The lesions must be covered. If lesions cannot be covered, child will not be admitted until lesion has shrunk.
- Conjunctivitis (Pink Eye) discharge/symptoms of infection clear; medical provider note clearing return.
- The child has completed the contagious stage of the identified illness and a physician's note.
- The child can participate in the normal daily activities. Hand and foot mouth disease - fever subsides usually 2 to 3 days; rash is not contagious.

BASIC CARE ITEMS

- Acceptable basic care items are limited to topical items used for the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Products such as these are limited to those identified in AR 608-10.1.1 and must be approved by the Food and Drug Administration (FDA).
- An authorization form must be obtained from the parent/guardian each month for such items to be applied.
- Basic care items will be in their original container and stored out of reach of children. Each item should have the child's first and last name legibly written on it, as well as on the outside of the bag.

ADMINISTRATION OF MEDICINE

Certain medications may be administered in the CYS setting when it is not possible for Parents/Guardians to be present to administer. Medications will be stored in locked containers.

- Only prescribed antibiotics, antihistamines, decongestants, and topical medications from health care providers and U.S. medical treatment facilities may be administered to child who are enrolled in full-day, part-day or regularly scheduled school-age programs.
- Medications not on the approved medication list will be referred to the supporting APHN to ensure safe practices and accommodation.
- Medications that are prescribed as needed (PRN) will not be given in programs, except for rescue medications.
- Parent/guardians will complete and have the health care provider sign the corresponding Medical Action Plan (MAP) for the required rescue medication.
- Medications must be in the original container, have a current prescription label and if not listed on the "approved medication list" should be accompanied by proper dosing syringe/cup/ spoon.

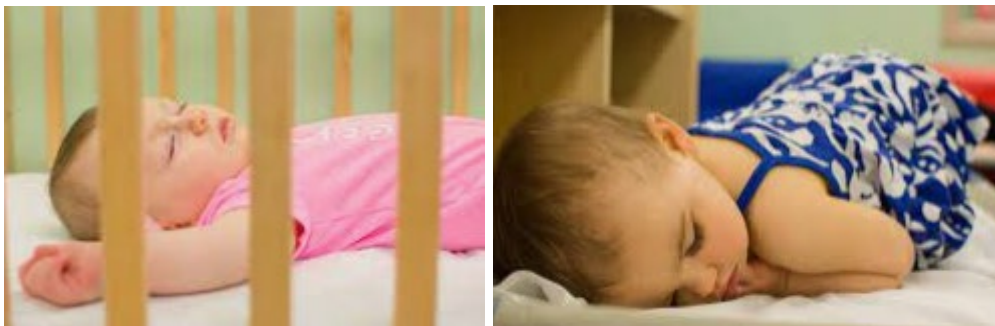
- A child must have received the medication for at least 24 hours prior to re-admission into a CYS program. Parent/Guardians will complete and sign a CYS Medical Dispensation Record, DA Form 5225-R, for each approved medication to be administered.
- A Parent/Guardian must complete and sign the form before medication can be administered.
- This policy will be discussed during the Parent/Guardian orientation.
- Please contact the program for further information.

SELF-MEDICATION

- School age youth can self-medicate if the Child’s health care provider determines that it is developmentally appropriate, and the youth knows enough about the health condition and the treatment procedure.
- Self-medication in CYS programs requires written instructions from the youth’s health care provider clearly spelling out what and when self-medication is allowed and under what circumstances the youth must refer to the parents and health care provider for assistance.
- Parents/guardians and youth are responsible for notifying the program staff of any medication that will be brought to CYS programs.

REST AND NAP PERIODS

Children enrolled in CDC full-day programs or hourly care will have a rest period, usually following lunch. Child wishing to nap can do so, while other children engage in some other quiet activity (e.g., read a book, coloring, etc). CDC staff encourage children to rest for at least 30 minutes on their mat or cot. Infants can follow their own resting/napping patterns.



PERSONAL ITEMS FROM HOME / LOST & FOUND

- **Clothing:** Children should arrive to the center dressed appropriately for the weather (e.g. jackets and hats for Fall/Winter cooler days, and cooler clothing such as short sleeve shirts and short pants for warmer south Florida weather). Children should wear "play clothes" so that they feel free to participate in indoor and outdoor activities. Long dresses are not permitted for safety reasons.

Washable clothing is recommended as children may be involved in messy developmental activities (e.g., art, cooking, and water and sand play). Two changes of clothing for all children under school-age are recommended. All clothing and accessories should be labeled with your child's full name. If items are lost or not labeled, they will be kept somewhere for safe keeping; please check with the staff.



- **Shoes:** Children's footwear should be closed toe, have rubber soles and suitable for running, climbing and jumping. For safety reasons, flip-flops, thongs, heels without straps or wedged heels are not recommended.
- **Jewelry:** Infants and toddlers explore their world through their senses (largely by putting things in their mouths). Therefore, barrettes, beaded hair, earrings, bracelets and necklaces should not be worn because they pose a serious choking hazard to young children.
- The program is not liable for items lost or damaged.
- **Sleep Aids:** If your child is over 12 months of age and has a special soft toy or blanket that they nap with, it may be brought to the program. It is not recommended that children younger than 12 months sleep with soft toys. The naptime toy or blanket will be placed in the child's cubby and made available for use during naptime. These items will need to be taken home for weekly laundering. Please ensure all personal items (i.e., book-bags, books, school supplies, clothing, blankets, etc.) are labeled with your child's full name.

DIAPERING/TOILET TRAINING

- **Diapers:** For health and sanitation reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when the use of disposable diapers creates a health risk for the child and the parent/guardian submits a health care provider's statement to that effect. Diapers are checked and changed promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child first and last name.
- **Toilet Training:** Toilet training is a natural developmental process. Peak readiness is typically at 2 ½ years but will vary with each child. We will not force children to use the toilet, nor will we punish a child for lapses in toilet training. Planning a consistent toilet routine for home and center will go a long way in helping your child accomplish this developmental milestone. You must provide sufficient changes of clothing and training pants.

TRANSITIONS

- During the first two (2) weeks of your child’s transition to their new environment, the teacher will schedule a parent–teacher conference.
- Quarterly parent–teacher conferences will be scheduled to review your child’s developmental needs and or milestones.
- Children/youth and families often go through life changes and difficult times. These times can be reflected in a child's behavior at the program. During these stressful times children may exhibit challenging behaviors or behaviors that cause concern. If your child demonstrates any challenging/concerning behaviors over a period, this will be addressed as a team approach.

SUPPORT SERVICES

- If a child's challenging/concerning behavior persists or when we see a problem that is serious in nature, we will develop a behavior modification plan.
 - Our caregivers will collect information on the nature and extent of the behaviors.
 - The in-room caregiver will meet with the directors and CYS Training Specialist to discuss a plan of intervention.
 - The team will also meet with the parents and discuss what intervention strategies the program is trying.
 - In many cases this intervention will solve the identified issue. If not, then we will need the parents' guidance and involvement to develop a more comprehensive plan.
 - Your input is important in developing the most appropriate plan for your child.
 - Close cooperation between parents and staff is critical to help the child. We want to ensure that all children are successful in our programs.
- *Resources:* There are a variety of resources that can inform and support children and families through difficult times (e.g., deployment, the stress of divorce, debts, death, or medical problems). We can assist with finding resources to help you through these times. Resources that are available to us on a regular basis include our Multidisciplinary Inclusion Action Team (MIAT), Army Community Service (ACS), Exceptional Family Members Program Manager (EFMP), Family Advocacy Program Manager (FAPM) and the Employee Assistance Program Manager (EAP). Professionals from these support agencies can assist you with resources in the community and assist us with training and intervention strategies to help staff address familial concerns. Assistance may include discussions with staff and observations of children's activities.

CELEBRATIONS

- **Birthday and Holidays:** CYS recognizes that religious, ethnic and seasonal celebrations are a part of valuable traditions. Parents/guardians are encouraged to coordinate with the program director and staff in advance of the event. Coordination is necessary as appropriate items for celebration vary based on age and developmental stages of children/youth.

Food items must be store bought (e.g., cake or cake mix in original sealed package) and approved in advance by the director and/or dietician prior to serving to children. Food items may not be prepared at home or in unapproved facilities.

- **Special Events:** Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child and Army Birthday. Senior Commanders and other key stakeholders plan and engage in observance of these events.

- **Fees:** Some special events and field trips may cost a nominal fee, but participation in these events is not mandatory. In the case of field trips, written parental permission must be granted before a child/youth can participate.



EMERGENCY CLOSURE/EVACUATION/MOBILIZATION

- In the event of an emergency mobilization or other contingency in which the facility needs to be evacuated, staff will follow the written Emergency Action and Mobilization and Contingency Plan.

- Children/youth may be moved to the designated evacuation sites for safety and supervision if the emergency is not post-wide and only affects one facility.

- Parents/guardians and the USAG-Miami Directorate of Emergency Services (DES) will be notified. Specific information can be obtained from the CDC management.

- The Garrison Manager will determine CYS facility operations during post closures.

- In the event of illness, emergency or facility closure, CYS will make every attempt to contact the parent/guardian. If the parent/guardian cannot be located to pick up the child, the following procedures will be put into action:

- The emergency notification child release designee on record will be called. If the center is unable to contact him/her, the next designee listed will be called.

- After an hour, if none of the designees can be contacted, the parent's/guardian's Supervisor listed in the child's file will be contacted.

- If more than an hour has passed, and contact has not been made, we will then contact the City of Doral Police Department and their procedures will be followed in reference to locating the parent and custody of the child.

- **Delayed Opening/Arrival:** When installation implements a 'Delayed Opening/Delayed Arrival', children of emergency professionals will be serviced before the designated opening.

Children of non-emergency professionals may be accepted 30 minutes prior to reporting time.

- Early Release: When notification is received, during hours of operation, that the installation has implemented 'Early Release', non-emergency parents will be expected to pick up their children within one hour of the designated early release time. Late fees may be applied after one hour. In the event of an early release scheduled activities may be cancelled. Please contact the facility director for confirmation.

MINOR ACCIDENT / EMERGENCIES

- In the event of a minor accident resulting in injury to a child requiring medical treatment, the CYS staff will:

1. Immediately contact emergency services
 2. Notify the Parents/Guardian
 3. CYS professionals will accompany the child immediately to the nearest emergency room by ambulance
 4. The staff or provider will remain with the child until the parent/guardian arrives at the emergency room
- CYS policy requires written incident/accident reports for falls, scratches, bruises, bites and scrapes that occur while your child is in our care to include emergency situations.
 - Parents/guardians will be informed of the incident/accident and will be asked to sign the incident/accident report.
 - All incident/accident reports are kept in the child's file.
 - All child abuse allegations are reported to higher headquarters.

TRANSPORTATION POLICY

CYS staff are trained to operate government vehicles to safely transport children on and off post. Our safe passenger rules must be always adhered to, please review them with your child.

- Seat belts must be always worn in minibuses. Buses will not move until everyone is buckled up.
- Everyone must remain seated and facing forward on buses. Buses will not move until everyone is properly seated.
- Inside voice is to be always used in vehicles.
- Eating, chewing and drinking are prohibited in vehicles.
- No objects (including body limbs) shall be extended out of a window.
- Littering is prohibited. Trash should be placed in designated trash containers.

- Failure to follow these safety rules may result in the suspension of a child’s transportation privileges.
- The program does not provide/utilize bus monitors to and from school at CYS expense.



FIELD TRIPS

- As part of the curriculum, CYS schedules field trips and nature walks to Family and Morale, Welfare and Recreation (FMWR) sites and other local sites to augment the developmental program.
- All field trips receive input from Families, child and staff to offer planned activities in conjunction with community service projects.
- Field trip sites are visited by staff prior to the scheduled trip.
- Parents/guardians will be informed in advance of the date and destination of each trip and will be required to sign a permission form for each child participating in the trip.
- Ratios must be maintained by paid staff supplemented with adults such as parents or volunteers.
- Ratios for high-risk activities must follow guidance.
- Please consult the program director for additional information on high-risk activities.
- **Fees:** Some special events and field trips may cost a nominal fee, but participation in these events is not mandatory. As annotated above, written parental permission must be granted before a child/youth can participate.



FOOD AND NUTRITION

- The CDC provides all infant jar food, cereal and teething biscuits.
- CDC programs offers on-site ready to feed iron-fortified formula for infants in full and part-day programs. These specific USDA CACFP approved formulas are provided at no additional costs; parents/guardians have the option to decline.
- Parents/guardians are responsible for preparing bottles and providing an adequate number of bottles labeled with the date, and child's first and last name. Glass bottles are not allowed, and all bottles must have caps.
- Medications and/or cereal may 'not' be mixed with formula, unless otherwise indicated in the MIAT care plan due to medical reasons.
- Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for children over 12 months.
- Infants (under 12 months) will be held and fed individually and according to the infant's feeding plan. Infant Feeding Plans are based on USDA CACFP guidelines and are established by the parent and recommendations of the child's physician or other qualified health professional.



- Family Style Dining: The CDC staff sit and dine “family style” with children. Family style dining promotes expanded language and cognition skills, builds fine motor skills and models appropriate eating habits while fostering social interactions. Most importantly, family style dining promotes a feeling of unity and acceptance that is essential to emotional development. It is developmentally age appropriate for children/youth to participate in cleaning and setting tables, preparing meals, serving themselves (with staff assistance if needed) and assisting with clean-up after meals.



PARENT PARTICIPATION PROGRAM

The Military Child Care Act requires the establishment of a parent participation program at each DoD installation. The program allows parents/guardians to earn points by participating in pre-approved activities on post, off post or in the comfort of the parent's home. ***Parent/guardians who wish to take advantage of this cost saving opportunity will receive a 10% monthly fee reduction.*** A few ways parents/guardians can earn points towards fee reductions in childcare are provided below.

- **Parent Education:** Offer classes at least quarterly during the CYS Orientation Training and through Army Community Service. Regularly scheduled classes include some of the following Child Growth and Development, Special Needs Awareness, Character Counts, Baby Sign Language, and Child Guidance Techniques.
- **Parent Advisory Board (PAB):** The PAB is a parent/guardian forum that meets at least quarterly to discuss current issues and provide recommendations for CYS program and service improvements. Parents/guardians concerns are channeled through the program director to the installation commander for review and disposition.



- **Parent Conferences:** Provides parents/guardians a formal means of communicating with those who provide direct care to their children on a regular basis at least twice per year. It offers a great opportunity for parents/guardians to learn up-to-date community news and program information while discussing their child's developmental progress.

- **Parent's Night Out:** The CDC/SAC program offers parent's night out in efforts to give parents a break each month. Services are offered for CDC/SAC enrolled children for four hours on the first Saturday or day as determined by patrons feedback. Fees are charges at \$8 per hour at a flat rate of \$32. Some restrictions apply to ensure all families have opportunities to use the service.

MISSION RELATED EXTENDED HOURS

- Provided for short-term childcare. Generally, up to three (3) hours per day.
- CYS childcare provided on a case-by-case basis dependent upon a demonstrated need, staff availability and as approved by the Director of FMWR or Garrison Manager.
- If the Director of FMWR approves extended care, Families must provide written validation confirming the mission related extended hours care are needed. The Servicemember's unit/sponsor's supervisor will provide documentation to the CDC/SAC program to qualify for approved mission related extended hours care.

AFTER HOURS CARE

- Children/youth must be picked up by posted closing time.
- When a Child is left at the site past closing, staff will attempt to contact the parent/guardian using all contact information provided, to include the emergency release designees.
- After an hour, if the parents nor the emergency designees can be contacted, the parent's/guardian's Supervisor listed in the child's file will be contacted.
- If more than an hour has passed, and contact has not been made, CDC/SAC staff will contact the City of Doral Police Department and their procedures will be followed in reference to locating the parent and custody of the child.

CHAPTER 4: PAYMENTS AND REFUNDS

TAX LIABILITY

- All **Civilian** Families using on-post childcare are required to register with the designated DoD Third Party Administrator and complete an online parent enrollment form to determine the tax value of their childcare subsidy.
- Each year DoD must determine the value of the childcare subsidy. This net value is the amount that is considered potentially taxable income associated with the DoD childcare subsidy.
- Only childcare subsidies that exceed the \$5,000 (\$2,500 for married individuals filing separately) exclusion and taxable and reportable.
- Sponsors are responsible for considering any Dependent Care Flexible Spending Accounts (DCFSA) to determine if the net value plus the DCFSA value exceeds the \$5,000 or \$2,500 amount.

TOTAL FAMILY INCOME (TFI)

- Total Family Income includes 'all' earned income including wages, salaries, tips, special duty pay (flight pay, active-duty demo pay, sea pay), and active duty save pay, long-term disability benefits, voluntary salary deferrals, retirement or other pension income, including SSI paid to the spouse and VA benefits paid to the surviving spouse before deductions for taxes.
- Total Family Income calculations must also include quarter's subsistence and other allowances appropriate for the rank and status of military or civilian professionals whether received in cash or in kind. For dual military living in government quarters include BAH RC/T of the senior members only; for Civilians OCONUS include either the housing allowance or the value of the in-kind housing provided.
- Documentation Required to Determine TFI includes the following:
 - Military Sponsor's current Leave and Earnings Statement (LES) or Civilian Sponsor's current LES
 - Spouse/Partner's LES, W-2 forms, and/or other income documentation
 - Schedule C (IRS return) from previous year to demonstrate wages from self-employments.
 - Letter from employer if Spouse/Partner has not worked one (1) full month with said employer. The letter must include their rate of pay and anticipated average number of hours they will work (per week, month or year)
 - Pay stub must be submitted following the first month of employment.
- Families who fail to present documentation or show proof of TFI will be charged fees set at the highest fee category. If the required documents are provided later, the TFI Category is adjusted accordingly and new fees effective from that date.

- Fees for Blended Families -and- Fees for Legally Separated Families will be based on the TFI of the household. Fees for Legally Separated Families are contingent on a legal separation document or a notarized statement stating the Sponsor is legally separated.
- Annual TFI **will not** be adjusted unless:
 - Unemployed spouse/partner finds paid employment.
 - Family is granted a Financial Hardship/Extenuating Circumstances Reduction.
 - Annual Internal Review Audit documents inaccurate documentation of TFI or fee changes.
 - Special circumstances (e.g., Furlough).
- Parent fees **will** be adjusted when:
 - The Family moves to a new TFI Category.
 - Child transitions between programs with different fees (e.g., full-day care to kindergarten, full-day to part-day care, after school to summer camp).
 - Army Fee policy directs a fee change.
 - A Financial Hardship Waiver is approved.
 - The Family relocates to another installation with different fees.
 - Special circumstances (e.g. Furlough).

PROGRAM FEES AND PAYMENT

- Parents can pay monthly fees for regularly scheduled full-day, part-day and part-time care in monthly or semi-monthly installments.
- Invoices are generated semi-monthly on the 1st and the 15th of the month.
- Incoming Families make their initial payment for care at the time they accept the childcare space offered by the CYS Parent Central Services Office.
- Unless a financial hardship waiver has been approved by Command, services will be terminated if full payment plus late fee charges for the month are not received by the last working day of the month.
- Hourly Care fees: The Standard Army-wide hourly care rate is \$8 per hour per child for ALL CYS programs regardless of Total Family Income (TFI) category. Multiple Child Reductions do not apply to hourly care. Hourly care payment is due at the time of pick-up. Failure to make the payment will result in termination of availability of childcare services. Same day or walk-ins may be accepted on a space available basis. Reservations for childcare can be made in advance, check with your installation for further details.

- Late Pick-Up Fee:
 - CDC and SAC programs charge a late pick-up fee of \$1.00 per minute up to 15 minutes, per Family, per site regardless of the number of children in care at that site. (e.g. A Family who has two (2) children in the CDC and one (1) child in SAC will pay a \$15 late pickup fee at each site if pick up is 15 minutes after closing.)
 - After 15 minutes, CDC and SAC programs charge a late fee of \$8.00 per child, per site for the remainder of the hour and then \$8.00 per child, per site for each hour thereafter.
 - Late pick-up fees are not charged for approved mission related circumstances or when specific arrangements to extend childcare are made prior to pick-up. Be sure to contact the Parent Central Services office regarding documents required to obtain approval for mission related circumstances.
 - Payment Options: Payments may be made with cash, personal check, credit card, or debit card. Personal checks will only be accepted in the amount due.
 - CYS WEBTRAC Payments: Patrons may make online payments. Please contact the CDC or local Parent Central Services for availability of WebTrac payment options.
 - Late Payments: A late payment fee is charged after the 5th business day.
 - Semi-Monthly = \$10.00 per child per payment cycle
 - Monthly = \$20.00 per child
 - When late or non-payments have been identified, procedures are as outlined in the SOP, Subject: “Non-Payment of Child Care Fees, Collection of Delinquent Accounts and Denial of Services” will be followed which include:
 - Verbal Warning by CDC/SAC staff during swipe in/out on the 4th and 5th days of each semi-monthly billing cycle. CYMS swipe stations should be toggled to ‘Display Message if HH Balance Exists’ so front desk professionals can give parents a courtesy reminder of approaching payment deadlines.
 - Personal Follow-Up. By Program Manager on 6th day of the first delinquent billing cycle. Families with an outstanding balance should be contacted via telephone, in writing or in person regarding the outstanding balance. This will include informing Families of their option to request a Financial Hardship Waiver from IMCOM G9 and reminding them of penalties if payment arrangements are not made by established deadlines.
 - Written Notice of Non-Payment/Potential Termination. By Program Manager on 6th day of the second delinquent billing cycle. This will be a template Army-standard notice. If possible, Program Manager will also do a final verbal follow-up in conjunction with this letter to ensure the Family fully understands the pending consequences and to encourage them to seek assistance if warranted.
- When payment is not received, garnishment of wages will be initiated.**

FINANCIAL HARDSHIP WAIVER

- Families must demonstrate a need for a childcare fee reduction due to financial hardship based on a review by an Army Community Service (ACS) financial counselor or a certified financial professional external to CYS. The counselor will provide a recommendation for a fee reduction to the Garrison Commander.
- Fee Adjustments for Financial Hardships must be re-evaluated at least every six months by the counselor or Garrison Manager.
- Families whose childcare fees are 25% or more of their Total Family Income (TFI) may request a hardship review.
- Contact the Outreach Services director or the childcare facility for assistance in filing a hardship.

LEAVE / VACATION OPTIONS

- Family Child Care Fees are annualized during registration for a 2-week or 4-week Leave/Vacation which reserves the child's space. The option must be chosen during the registration year and cannot be carried over into the next year.
- Families who opt for four (4) weeks of Leave/Vacation pay a higher monthly fee than families who chose the two (2) weeks fee option.
- Family Leave/Vacation must be taken in a minimum of one-week increments.
- Families must provide advance notice prior to taking leave/vacation.
- Leave/Vacation options are available to patrons enrolled in CDC programs ONLY.

WITHDRAWAL / OUT-PROCESSING

- **Parents are required to provide a minimum of 30 days' notice in writing prior to withdrawal.**
- Withdrawal notice should be given to the Program Director, Assistant Director or administrative staff.
- Failure to submit written notification will result in on-going fee(s) accrual.
- Parents may use the two weeks leave/vacation in conjunction with a notice of withdrawal.

ABSENTEEISM

- No credits or refunds are issued for child absenteeism due to:
 - Regular childhood illnesses or injuries (two weeks or less).
 - CYS program closures due to inclement weather, staffing training, or special installation circumstances determined by the Garrison Manager (GM).

- Withdrawal except in situations approved by the CYS Coordinator where the child has not started.
- Unused leave/vacation.
- Sponsors requesting refunds for circumstances outside the scope of this policy must submit their justification in writing through the Facility Director, CYS Coordinator and Director FMWR to the Garrison Manager.

REFUNDS

- Refunds are authorized for the following circumstances:
 - Program closures for repair or renovation when an alternate care setting is not provided.
 - Unexpected, prolonged child absence due to Family emergency or extended illnesses.
 - Withdrawal from a regularly scheduled childcare programs upon receipt of PCS orders.
- Forms are available at Parent Central Services or at your program facility.

PARENT FEE REDUCTIONS/INCENTIVES

- **Deployment Support Services:** Parents receive a 20% deployment reduction for regularly scheduled childcare and reduction for other deployment support services. Community Based Fee Assistance Support Services are available through Army Child Care in Your Neighborhood (ACCYN) and Army School-age Programs in Your Neighborhood (ASPYN) providers. Please contact Parent Central Services for additional information regarding Deployment Support Services.
- **Army Wounded Warriors/Warriors in Transition and Survivors** of Fallen Service Members in TFI Categories 2-9 are assigned to TFI Category 1 regardless of income. Families whose TFI already places them in Category 1 receive a reduction of 20% below their Category One (1) parent fee.
- **Parent Participation Fee Reduction:** Parents may earn a fee reduction for participating for a minimum of 10 hours in CYS programs. A 10% reduction on one month's fee for one child may be awarded for each 10 hours of parent participation. Reductions are limited to 10% per child per month. Parent participation hours may accumulate month-to-month and may not be shared with other Families. The CYS Coordinator may approve Military Units or formal organizations such as the Soldier Family Readiness Group (SFRG) to "adopt" Families who are unable to accumulate participation hours due to deployment or other extenuating circumstances. Families must be identified and approved prior to the accumulation of points. Members of units or organizations are not required to have children or youth enrolled in CYS. Adopted Families may not use hours accumulated on their behalf when the deployment or extenuating circumstance ends.

- **Multiple Child Reductions (MCR):** A 15% MCR is applied when more than one child is enrolled in regularly scheduled childcare programs (full or part-day care, before and after school programs). MCR applies to Families with more than one child enrolled in ongoing childcare programs. The child enrolled in the highest cost care option is considered the first child and pays full fee. The Standard Army-wide MCR is applied to the second child and all subsequent children enrolled in regular ongoing childcare program. MCRs are 'not' applied to Hourly Care or School Age occasional user fees.

CHAPTER 5 - CURRICULUM AND PROGRAMS

CORE CURRICULUM

• **Child Development:** The Creative Curriculum is the authorized curriculum used in the CDC for children ages 0–5. The Teaching Strategies (TS) Gold developmental assessment, *Checkpoints*, will be used to document the progress of children. All activities will be developmental in nature and recognize a child's individual differences by providing an environment that encourages self-confidence, development of self-help and life skills, curiosity, creativity, and self-discipline as outlined in the Creative Curriculum. Concrete experiential learning plans and activities are targeted and encompass the following six domains: Social, Physical, Language/Literacy, Cognitive/Intellectual, Emotional and Cultural. Typical child routines such as mealtimes, clean-up times, napping and rest times, and diapering and toileting are integral parts of the curriculum, not separate items between curriculum areas. Daily specific lesson plans and schedule along with weekly lesson plans are posted. Parents contribute input into curriculum, participate in activities and may opt to receive lesson plans and child progress notifications through TS Gold.



School Age: Curriculum and programming for school-age is centered around four service areas: Sports & Fitness, Fine Arts, Citizenship & Leadership, and Leisure & Recreation. Children have input into activity choices to ensure the activities meet their needs and interests. Documentation of child input into activities is annotated in the program's files. Program choices are designed and implemented to meet a variety of child interests to cover a wide variety of skill, ability and interest levels. Daily schedules and lesson plans remain flexible and provide stability without being rigid, allowing children to meet their physical needs (e.g., water, food, restrooms) in a relaxed way, where children can move easily from one activity to another, usually at their own pace, and facilitate transitions when it is necessary for children to move as a group. A variety of clubs and committees will be available to expand children's interpersonal, speaking, and leadership skills. Program choices will be offered to help children develop skills in independent living and life planning such as cooking, swimming, etc. *We encourage Families to share their culture, heritage, and home-language throughout all curriculums.*



CORE PROGRAMS

USAG-Miami has a Child Development program and a School Age program. These programs are in a shared facility on the east-side of the installation in the Garrison Services Building.

- **Child Development Center (CDC) #74017:** Ages 6 weeks-5 years. The USAG-Miami CDC offers on-post full-day, part-day, and hourly childcare. Childcare is provided by staff trained in the DoD child development core curriculum. The USAG-Miami CDC is nationally accredited by the National Association for the Education of Young Children (NAEYC) and certified by DoD which requires inspection of our facility operations and programming. The CDC also undergoes an Army Higher Headquarters inspection annually and inspected by an Army Public Health Nurse (APHN) monthly.



- **School-Age Center (SAC) #74017:** Kindergarten-5th grade. The USAG-Miami offers before and after school programs, and summer care and camps during school vacations. Care is provided by staff trained in the DoD school age core curriculum. The USAG-Miami SAC is nationally accredited by the National Association for the Education of Young Children (NAEYC) and certified by DoD which requires inspection of our facility operations and programming. The CDC also undergoes an Army Higher Headquarters inspection annually and inspected by an Army Public Health Nurse (APHN) monthly.



- **Parent Central Services (PCS):** PCS offers registration and enrollment for the CDC and SAC programs for ages six (6) weeks - 5th grade. PCS assists with records transfers, offers parent education classes, babysitter training, and referral services for Families. PCS has oversight of the CYS Parent Advisory Board, non-traditional outreach services, and the Parents on Site volunteer

program. The PCS staff provides program information, sends eNews publications and messages and contributes to website information.



• **Deployment Support Services:** Operation Military Kids (OMK) is a collaborative outreach effort between many different organizations in local communities. The purpose of this effort is to support military children and youth impacted by deployment and to build their resiliency during the reintegration process. OMK is funded through the Army National Guard and Army Reserve. National partners such as the Army Recruiting Command, Army Cadet Command, Military Entrance Processing Stations, 4-H, Boys & Girls Clubs of America, Military Child Education Coalition, the American Legion, and Child Care Aware of America provide support to geographically dispersed military families where they live. Programs and services are delivered by State Teams comprised of local representatives from the partner agencies listed above.



• **Community Based Programs:** Mission Youth Outreach (MYO), ages 6-18. MYO is a partnership between Army CYS and the Boys & Girls Clubs of America, providing children from families of Reserve and Active-Duty professionals with a free membership at their local Boys & Girls Club. Reserve, National Guard, and Active-Duty youth need to be able to connect easily with other youth in similar situations. The partnership delivers physical, emotional, social, and cultural programs for military youth living in civilian communities.

– MYO Mission: Youth Outreach supports military kids coping with the stress of having a parent or parents deployed by creating a network of youth who can empathize and help them cope with their new world of being suddenly “military.” Through a Joint Military Services initiative, military dependent children ages 6-18 can get pre-paid programs and services through their local Boys & Girls Clubs.

• **Army Affiliated CYS Programs:** Ages 6 weeks-5th grade. These programs offer childcare at rates comparable to USAG-Miami CYS for military families living off-post in garrison catchment areas. Programs Include:

- Army Child Care in Your Neighborhood - Ages 6 weeks-5 years
- Army School Age Programs in Your Neighborhood - Ages Kindergarten-5th grade
- Army Youth Programs in Your Neighborhood for youth ages 6th grade – 12th grade
- Programs are centrally funded and managed through an Army enterprise contract with a Third-Party Administrator that locates providers and administers the fee assistance program for parents using these services.

• **School Support Services:** Kindergarten - 12th grade. The purpose of School Support Services is to reduce the conflict between military mission requirements and parental responsibilities related to K-12 education. School Support Services provides a variety of programmatic strategies and resources to achieve this mission and to support academic success and wellness for Military children and youth.



- *School Liaison Officer (SLO):* The USAG-Miami SLO is located on the installation in the Family Services area of the Garrison Services Building. The USAG-Miami SLO provides support to Military Families and school districts. The SLO advises garrison leadership on matters related to schools; assists military families with issues, supports military families during school transitions; collaborates with school districts to build positive relationships and address issues that impact military students; facilitates training for parents, schools, and garrison; fosters reciprocal transition practices among school districts and increases school transition predictability for military families.

- *Homework Center:* Kindergarten-5th grade. Our homework center, located in the CDC/SAC is designed to create a welcoming, safe and familiar before and after school academic support environment for children in our care.



- *School Youth Sponsorship Program*: The purpose of the School Youth Sponsorship Program is to ease school transitions for youth in CONUS and OCONUS schools.

- *Tutor.Com*: Kindergarten -1 Yr. College. Tutor.com offers free, online tutoring services to dependent children of active-duty military professionals, dependent children of deployed National Guard professionals, dependent children of deployed Military Reserve professionals, dependent children of Military Wounded Warriors/Survivors, inactive/part-time National Guard professionals and their dependents, and inactive/part-time Military.

INSTALLATION INFORMATION PAGE

Child and Youth Services Coordinator

Building 9301 Family Services Room E-2001 Monday-Friday, 07:30-16:00
DSN: 567-2225 • CIV: 305-437-2225

Parent Central Services (Registration for all programs)

Building 9301 Family Services
Monday-Friday, 07:30-16:00
DSN: 567-2251 • CIV: 305-437-2251
Webtrac: <https://webtrac.mwr.army.mil>

Child Development Center (Main-Shared Facility)

Building 9301
Monday-Friday, 06:45-17:30
DSN: 567-1281 • CIV: 305-430-1281

School Age Center (Main-Shared Facility)

Before/After School Care
Monday-Friday, 6:45-07:30 and 14:30-17:30
DSN: 567-1281 • CIV: 305-430-1281

Director, Child Development/School-Age Center

Building 9301
Monday-Friday, 06:45-17:30
DSN: 567-1264 • CIV: 305-437-1264/3040

Child and Youth Services Training Specialist

Building 9301
Monday-Friday, 07:00-16:00
DSN: 567-1265 • CIV: 305-437-1265

School Liaison Officer

Building 9301 Family Services Room E-2007
Monday-Friday, 07:30-16:00
DSN: 567-2633 • CIV: 305-437-2633

Outreach Services Director

Building 9301 Family Services Room E-2007
Monday-Friday, 07:30-16:00
DSN: 567-2633 • CIV: 305-437-2251