



***Child & Youth Programs (CYP)
Parent Handbook***

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ALOHA & WELCOME

CYP PHILOSOPHY

CYP provides high-quality educational and recreational programs for children and youth. Caring, knowledgeable professionals plan developmentally appropriate programs that are responsive to the unique needs, abilities, and interests of children. CYP staff foster a sense of independence, trust, and responsibility within each child through understanding and respectful interactions. Likewise, through positive relationships, our programs respect and support the ideals, cultures, and values of families in their task of nurturing children and youth. We are advocates for children, families, and the child and youth professionals within our programs and surrounding communities.

CYP GOALS

Play is the work of the child. The social/emotional growth of the child is a priority. Teaching children to be responsible, independent and make their own decisions is an important part of our program. To encourage children to grow and develop to their utmost potential, we will:

- a. Build physical development and skills.
- b. Promote social competence and positive relationships with others.
- c. Foster emotional well-being and a sense of trust and respect for self and others.
- d. Encourage children to think, reason, question, and experiment.
- e. Develop initiative, problem-solving and decision-making skills.
- f. Advance creative expression, representation and appreciation for the arts.
- g. Promote language and literacy development.
- h. Develop self-discipline and the ability to seek out and complete self-selected tasks.
- i. Cultivate respect and appreciation of differences and the uniqueness of diverse cultures and traditions.
- j. Support sound health, safety, and nutritional practices.

Our goal is to provide a safe, healthy, playful learning environment. All Child and Youth programs shall incorporate the CYP goals into daily activity plans and long-term planning of the organization.

CUSTOMER SATISFACTION AND CONCERN PROCEDURES

It is of vital importance that parents have open communication with their child's caregivers and all CYP staff on a daily basis. Concerns shall be referred to the Center Director or the Supervisor on Duty. If a satisfactory agreement cannot be reached, refer the matter to the Child and Youth Program Administration.

All CYP programs have customer concern/comment cards readily available. Customers may mail it or turn it in at the facility. Electronic customer cards can also be found on the website: www.greatlifehawaii.com.

CYP PROGRAMS & HOURS OF OPERATION

All Child Development Centers (CDC) and Youth Programs are part of the Fleet and Family Readiness Program, Child and Youth Programs (CYP). All CYP CDC's are accredited by the National Association for the Education of Young Children (NAEYC) and the School-Age Care Program is accredited by the Council on Accreditation (COA).

<u>Child Development Centers</u>	<u>Phone</u>	<u>Hours of Operation</u>
Bougainville CDC	808-422-7133	0600-1800
Harbor CDC	808-448-0183	0600-1730
Main CDC	808-449-9880	0600-1730
Naval Station CDC	808-473-2669	0630-1730
Wahiawa CDC	808-653-5305	0630-1730
West CDC	808-449-5230	0600-1730
Rainbow Hale CDC	808-839-4884	0600-1800
PMRF CDC (Kauai)	808-335-4453	0600-1700

<u>Child Development Group Homes</u>	<u>Phone</u>	<u>Hours of Operation</u>
Kids Cove CDGH (Pearl Harbor)	808-421-0989	24/7
Kids Castle CDGH (Wahiawa)	808-653-0067	Closed

<u>Hourly Care/ Drop In Care at Bloch Arena</u>	<u>Phone</u>	<u>Hours of Operation</u>
Kids Club	808-473-1624	0815-1100

<u>Youth Programs</u>	<u>Phone</u>	<u>Hours of Operation</u>
Catlin Youth Center	808-421-1556	0600-1800
Hickam Youth Center	808-448-4396	0600-1730
Hickam Teen Center	808-449-3354	1400-2000 (M, T, W, Th) 1400-2130 (Fri) 1330-2130 (Sat)
Youth Fitness	808-448-4492	0845-1930 (M&W) 0845-1830 (T, Th, & F) 0845-1330 (Sat)
Youth Sports Office	808-473-0789	0930-1800
PMRF Youth Center (Kauai)	808-335-4419	0700-1700

The CDC, Hourly Care, SAC and YP are **CLOSED** on the federal holidays listed below. In addition, any day declared a holiday by Executive Order will be observed. (*Kids Cove CDGH will be open on all holidays unless directed to close.*)

Designated Federal Holidays are as follows:

New Year's Day.....	1 January
Martin Luther King, Jr.'s Birthday.....	third Monday in January
President's Day.....	third Monday in February
Memorial Day.....	last Monday in May

Independence Day.....	4 July
Labor Day.....	first Monday in September
Discoverer's /Columbus Day.....	second Monday in October
Veteran's Day.....	11 November
Thanksgiving Day.....	fourth Thursday in November
Christmas Day.....	25 December

FEE POLICIES

Fees are due in advance of services rendered. Payments for the Child Development Centers and School Age Care Programs are required to be paid on each Military Payday (MPD), i.e. the 1st and 15th of each month. If the 1st or 15th falls on a Saturday, Sunday, or a legal federal holiday, payment is authorized on the preceding workday. SAC Camp Fees must be paid at the beginning of each week. Fee categories are based on total household income. The fee structure and categories are subject to annual revision.

1. Deposit (CDC's & CDGH's only). A \$100 per child deposit for CDC's and CDGH's is required to reserve your space. The deposit is applied to your first month's bill.
2. Deposit (School Age Care only). A \$50 deposit for SAC is required to register for the Before and After School Program. \$25 deposit is required for Camp Weeks. The deposit will be applied to your weekly fees.
3. Late Pick-Up Fee. Customers are charged an additional fee for the time that a child is left at the facility beyond the hours of operation. The late fee may be waived on a case-by-case basis in emergency situations, or extenuating family circumstances.
4. Returned Check Fee. A returned check fee will be assessed for all checks returned for insufficient funds. The returned check fee and the childcare payment amount must be paid in cash in full at the Fleet and Family Readiness Support Services Office.
5. Leave/Vacation. A credit for vacation can only be granted for two (2) weeks each contract year. The vacation credit must be taken in 1-week increments (five consecutive working days) and cannot be prorated or carried over. A 30 day advanced written notification for intended vacation leave is required. Additional vacation/leave periods must be paid in full to ensure that your child's space is reserved until returning for care. Vacation leave may not be used for the final two weeks of care in lieu of the two-week termination of services notice.
6. Refunds. No refunds are given for daily absences or holidays.

ADMISSION AND WITHDRAWAL PROCEDURES

1. Admission. The registration packet includes the following forms which must be completed prior to the first full day at the center (only exception is the Family Care Plan which must be completed within the first 60 days of enrollment):

Child and Youth Program Registration Form

Current Immunization Record (CDC & CDGH only)
Current Physical (Youth Sports only)
Child and Family Profile
CYP Authorizations Form
Enrollment Fee Agreement (CDC, CDGH & SAC only)
DOD Fee Application Form
Current LES, pay stub and proof of all other household income
USDA Income Eligibility Statement (CDC, CDGH & SAC only)
USDA Enrollment Agreement (CDC, CDGH & SAC only)

*Family Care Plan (FCP) for Single and Dual Active Duty Military (within 60 days)

An orientation meeting with the Director or Designee must be conducted prior to the child's enrollment start date at the CYP facility.

2. Withdrawal. Customers must provide written notification to the Child Development Center (CDC) or School-Age Care (SAC) Before and After School Care two weeks prior to the final day of care. The customer is responsible for two weeks payment if two weeks written notification of withdrawal is not given. Vacation leave may not be used for the final two weeks of care in lieu of the two-week termination of services notice. If a 30 day notice is given, a 20% discount on your last week of care will be deducted from your final bill.

For Youth Programs break camps, sports and specialty camps during summer, fall, winter, and spring, a one week written notice is required in order to receive a refund. The customer is responsible for that week's camp payment if one week written notification of withdrawal is not given.

3. Discontinuation. A request for discontinuation of services could be made to CNIC by the Regional Child and Youth Programs Administrator for the following:

- a. Delinquent payments;
- b. Continued disruptive behavior by the child as determined by the Unacceptable Behavior Policy or the Inclusion Action Team (IAT);
- c. Any violation of the policies of the Child and Youth Programs.

CHILD RELEASE PROCEDURES

For daily drop-off and pick-up, an authorized person who is at least 16 years of age must accompany the child (CDC) or youth (SAC) to and from the CYP facility. Proper photo identification must be presented as requested by CYP management or staff. Each child must be swiped in and out at the front desk and in addition, must be signed in and out at the classroom. Youth between the ages of 10 -17 years can swipe or sign themselves in and out providing a self-release form is signed by the parent or guardian and on file. A Parent/Guardian or authorized Emergency Designee will be contacted in the event that an unauthorized person tries to pick up a child (e.g. under age person, intoxicated, or legally restricted by a court order).

If a child remains at the CYP after closing time, every effort will be made to contact the parent(s) and all emergency contacts. If the child remains at the facility after 30 minutes, the child will be transported in an appropriate government vehicle utilizing an age appropriate safety restraint and transported to Kids Cove CDGH. On Kauai (PMRF), the children will remain at the facility with the staff until base security can locate the parent(s). Late pick up is subject to a late pick up fee.

If a parent or authorized emergency designee appears intoxicated, the CYP manager on duty will discretely advise the intoxicated person to call another designee for an alternate way home. If the person does not cooperate, security will be called.

Reservations for hourly drop-in care may be made in person or by telephone. Drop-in care reservations can be made up to 30 days in advance.

1. Sign In & Out Procedures. Signing in and out maintains accurate child safety and assists with accurate reporting. Children shall be swiped in and out of Child and Youth Management System (CYMS) at the front desk and in addition, CDC and SAC children must be signed in and out of the classroom.

- a. Sign In. Swipe in at the front desk and escort your child to the designated classroom where a staff member will greet you. Sign in at the classroom.
- b. Sign Out. Swipe out at the front desk and sign out at the classroom and escort your child until out of the Center. The parking lot is not a safe place for an unattended child.

2. Authorized / Alternate Pick Up. Two or more Emergency Notification / Release Designee other than parents must be listed on the CYP Child Registration Form. These individuals must reside on the island. If someone other than the Parent / Guardian or Emergency Notification / Release Designee is going to pick-up your child, an authorization form must be completed and on file at the center. Identification will be required before your child is released. Without proper notification to the CYP facility, the child will not be released until contact with the parent/guardian is made.

SELF – CARE / HOME ALONE POLICY

All children under the age of ten (10) must be signed in and out by a parent or authorized designee. School-Age Care Children ten years of age and over may sign themselves into and out of the program, however, a self-release waiver form must be completed by the sponsor / parent prior to self-release.

INCLEMENT WEATHER

Parents are required to remove their children immediately from the CYP when closure of the facility is ordered by the Commanding Officer, (i.e. hurricane, national emergency, security issue, etc.). CYP professionals will inform parents by telephone when the facility must be closed.

LATE PICK UP

In the event that parent(s) and all emergency contacts are unable to pick a child at the CYP facility closing time, the child will be transported in an appropriate government vehicle utilizing an age appropriate safety restraint. On Oahu the children and youth will be transported to Kids Cove CDGH. On Kauai (PMRF) the children will remain at the facility with the staff until base security can locate the parent(s). Late pick up is subject to late pick up fees.

SICK CHILD POLICY

No child who is obviously acutely ill may be accepted for care. A CYP employee shall conduct a daily health check as soon as possible after the child enters the CYP program and whenever a change occurs while the child is in care. The CYP employee shall gain information necessary to complete the daily health check by direct observation, querying the parent or guardian, and conversation with the child.

In order to ensure the safety and health of all children in care, children with infectious or contagious conditions such as those listed below, must be immediately withdrawn from care and treated for the condition:

- a. Temperature of 101 degrees Fahrenheit or greater or 100 degrees Fahrenheit auxiliary (armpit).
- b. Draining eyes (conjunctivitis)*, skin rashes, swollen glands, wet or rasping cough, or badly running nose.
- c. Allergic or irritant reaction*
- d. Frequent (2 or more) vomiting or diarrhea, regardless of cause. All infants with diarrhea will be excluded.
- e. Presence of head lice (ukus)*, ringworm*, pinworm*, impetigo* or scabies
- f. Symptoms of communicable disease, such as mumps, measles, and strep throat*.
- g. Red or draining open cuts or sores and chicken pox*

****These conditions must be treated with medication for 24 hours prior to returning to group care. For all other conditions, the child can be readmitted to care when symptoms have subsided with a written physician's clearance for the child to return to a group care setting.***

The parent, guardian, or authorized emergency contact shall be notified immediately when a child has any sign or symptom that requires exclusion from the CYP program. The parent shall be asked to pick their child up immediately (within 1 hour) and the child will be removed (excluded) from the child activity area. If a medical visit is required, the health care provider will need to complete a form indicating what the diagnosed condition is and what criteria and/or time frame must be met to clear the child to return to the center safely. Any child having had or found to have head lice will not be permitted to attend the CYP facility until ALL the eggs or nits have been completely eliminated. It is the parents' responsibility to notify the CYP facility when the child has contracted or been exposed to any communicable disease so a health alert can be posted.

MEDICATION ADMINISTRATION

All medication administered must be prescribed by a physician with a clear pharmacy label and current date. A medication administration form, CNICCYP1700/08, and training provided to the CYP must be completed by the parent. CYP professionals must maintain a log which includes medication type, amount, times(s) administered and witness signature. When possible, parents and physicians should be requested to adjust medication schedules so that medication need not be administered by CYP. Exceptions will be made on a case-by-case basis with consideration given to the needs of the child and family.

1. Only topical, oral medications, inhalers and simple injectables, such as the Epipen, may be administered. The first dose of any medication shall be administered to the child by the parent or healthcare professional and the child should be observed for 24 hours after initial dosage to ensure there are no adverse reactions.
2. There shall be a minimum of two CYP professionals who are designated to administer medication and are knowledgeable and trained in procedures and requirements. The parents or the healthcare provider should assist the CYP in arranging the special training.
3. CNICCYP 1700/08, Navy CYP Medical Authorization Form must be completed by the parent and healthcare provider.
4. Medication shall be maintained in their original container. The container label must include the following information:
 - (a) Child's first and last name.
 - (b) Date prescription was filled and expiration date.
 - (c) Name of the health care provider.
 - (d) Instructions for administration and storage.
 - (e) Name and strength of medication.
5. The CYP shall utilize CNICCYP 1700/21, Navy CYP Medication Log Form, to document and maintain a daily written record of all medication provided.
6. CYP employees are trained and authorized to administer topical, non-prescription products such as diaper rash ointment, sunscreen, bug spray, dry skin cream. The CYP program shall request and maintain written permission from the parents to apply topical, non-prescription products. ***Oral over the counter medications (i.e. Tylenol, Motrin, etc.) cannot be administered within the CYP program without a prescription label and doctor's note detailing the appropriate usage.***

7. Only disposable diapers are authorized in the Child Development Centers. If a child is allergic to disposable diapers, a pediatrician's note stating the allergy must be kept on file and special arrangements will be made. Parents may bring 100% cornstarch for use on their children instead of baby powder. Baby powder cannot be used in the CDC or CDGH due to inhalation hazards.

8. The CDC & CDGH programs shall require that all children enrolling in child care provide written documentation of immunizations appropriate for the child's age.

Parents of enrolled children shall provide a copy of their child's current immunization record from their child's medical records. The immunization record shall be provided prior to admission and updated at least annually. Proof of immunizations shall be maintained in the child's administrative file.

If immunizations are not to be administered because of a medical condition, a statement from the child's health-care provider documenting the reason why the child is exempt from the immunization requirement shall be on file.

If immunizations are not given because of a parent's religious beliefs, a waiver signed by the parent shall be on file.

SPECIAL NEEDS

Children with special needs include, but are not limited to, gifted children, children with physical handicaps, allergies, asthma, audio-visual disabilities, mental retardation, chronic illness, special dietary needs, HIV or other immune system deficiencies, and emotional and perceptual disabilities. Every effort will be made to accommodate a child with special needs. All families having a child with special needs must be enrolled in the Exceptional Family Member Programs (EFMP).

Prior to admission or upon discovery of the special need, the Center Director will review and discuss information with Kids Included Together (KIT) about any special problems or needs that may affect the child's participation in the program. Required intake information documentation, CNICCYP 1700-42, for KIT will be completed by the parent or guardian. Any special needs child enrolled in CYP shall also be enrolled in the Exceptional Family Member Program (EFMP).

After the review by KIT, the information will be referred to the Inclusion Action Team (IAT). The IAT has been established for the purpose of determining the ability of the program to reasonably accommodate these children. Dietary substitutions will be made with physician's guidance and instructions.

The Inclusion Action Team (IAT) will provide guidance to address any special circumstances or needs that may affect the child's participation in the program. A review of the child's medical record can be authorized using a form DD2870 or a statement from a physician or other specialist, licensed or certified in the area of the child's disability, may be submitted to the IAT. This statement must specify the child's requirements in terms of diet, medications, appliances, communication aides, and self-care assistance. The statement must also include the following:

- a. Particular nature of the disability or need,
- b. Special requirements needed by the child,
- c. Physician's/specialist's opinion that the child will benefit from the type of program offered.

The Inclusion Action Team (IAT) chairperson is Dr. Newton-Weaver, Head of Pediatrics at Makalapa Clinic, her phone number is 473-1880. The Tripler Army Medical Center EFMP phone number is 433-9644.

PARENT INVOLVEMENT BOARD

In an effort to facilitate a parent/CYP partnership for the welfare of the child(ren), CYP has established a Parent Involvement Board (PIB) comprised of parents of children enrolled in each CYP program which meets quarterly. The Chairperson and a majority of the members must be parents. Parent Involvement Board meetings are open to all members of the base community.

The PIB shall act only in an advisory capacity and shall not engage in the management and operation of the CYP. The function of the board is to provide recommendations for working together to improve services.

PARENT PARTICIPATION PLAN

Quality childcare programs depend on strong partnerships with the parents. Together we share in the process of helping children grow to be healthy, well adjusted people. Parents who would like to share their time and/or talent(s) with the children are encouraged to participate in our classroom programming, field trips/excursions, and clean up days. Parents are also encouraged to attend Parent Involvement Board (PIB) meetings, Parent Education Nights, Family Fun Days/Nights, Open Houses, Parent Conferences and Family Luncheons/Dinners. CYP shall have a published plan that encourages parent participation in their child(ren)'s CYP program as well as regional family events.

POSITIVE GUIDANCE and TOUCH POLICY

Positive Guidance. The goal of discipline for young children is to support their growing ability to handle situations independently, to make wise and safe choices, to promote feelings of competence and self esteem, to help children learn from their mistakes and to promote positive behavior and social skills. To achieve these goals the following guidance techniques are used:

- a. Positive reinforcement of desirable behavior. Noticing when children are demonstrating positive behaviors and giving them recognition.

- b. Encouragement. Frequently interacting with children and providing encouraging comments about behavior, efforts, thinking, problem solving, etc. For example, "You really worked hard at cleaning up those blocks." "You really thought about how to solve that problem." Avoid evaluative comments such as, "You are such a good boy."

c. Ignoring non-dangerous behavior. Sometimes paying too much attention to behaviors actually reinforces the behavior. For example, ignoring a child's occasional experimentation with foul language is sometimes the most effective approach. When children don't receive any shocked reaction or discussion they stop. This technique is only to be used with behavior that does not endanger anyone or cause too much disruption.

d. Re-direction. Many inappropriate behaviors are only inappropriate because of the setting or circumstances. Climbing is an acceptable behavior but it is not acceptable to climb on the bookshelves. Show a child where they can climb or what they can throw, redirect their behavior to something more appropriate.

e. Distraction. This technique involves getting the child interested in another activity and is especially effective with infants and toddlers.

f. Changing the environment. The environment has a significant impact on children's behavior. Sometimes a simple change in environment can stop an inappropriate behavior. For example, if children are getting into a lot of conflict because their block buildings are being knocked down, enclose the block area more.

g. Separation. Remove the child from the scene of action to prevent an escalation of conflict or inappropriate behavior. This method should not be used as a punishment and should only be used when other alternatives have been unsuccessful. Situations which may require the use of separation may include children who are fighting and need to cool off before they can discuss the problem or children who continue to misuse materials even after redirection or problem solving.

h. Logical consequences. These are consequences that are given by the adult and for the behavior. If a pre-school child throws his food on the floor, he or she can clean it up. If the child dumps water from the table onto the floor, he or she can put down a towel. If a child tears a book, he or she can help fix it. Daily routines such as meals, toileting, naps, and outdoor play cannot be used as consequences.

i. Prevention. Many problems can be alleviated by close supervision, careful observation and planning. Staying alert and recognizing a potential problem may help prevent bites and other aggressive behavior. Having enough materials and planning ahead prevents conflicts. Knowing the children in the classroom allows you to recognize when a child needs some extra attention or guidance.

j. Problem Solving. Children are very capable of learning how to solve their own problems and should be encouraged to participate in the process. The adult acts as a mediator to assist children in identifying the problem and coming up with a solution.

Child and Youth Programs use these basic “things to remember”:

1. Be nice to your friends.
2. Use your words.
3. Your feet are for walking.
4. Use your inside voice.
5. Use your walking feet inside.

Touch Policy. Employees will become familiar with the definition of what is considered appropriate and inappropriate touch.

a. Appropriate (acceptable) touch involves:

1. Recognizing the importance of physical contact to child nurturing guidance.
2. Adult respect for personal privacy and space.
3. Response affecting the safety and well being of the child. E.g. holding hands when crossing the street, holding the child gently but firmly during a temper tantrum.
4. Examples: hugs, lap sitting, reassuring touches on the shoulder or back rub at nap time can help relax a tense child.

Inappropriate (NOT acceptable) touch involves:

- a. Coercion or other forms of exploitation of child’s lack of knowledge.
- b. Satisfaction of adults’ needs at the expense of the child.
- c. Examples: forced goodbye kisses, corporal punishment, slapping, striking, pinching, prolonged tickling, biting, fondling or molestation.

Discipline Policy. Discipline will be constructive in nature, including such methods as diversion, separation of a child from the situation, praise of appropriate behavior and redirection of behavior to a positive channel. Spanking, pinching, shaking or other corporal punishment will not be used to punish a child. Verbal abuse, threats and derogatory remarks are strictly forbidden.

When a child’s behavior is beyond our control, the parents will be called to remove the child from the Center for the remainder of the day. If disruptive behavior continues, parents will be requested to meet with the Program or Site Director to try and determine the reason for the child exhibiting the disruptive behavior and discuss a plan of action to assist the child in dealing with any problem that has occurred. If it seems professional help is required, the Director will assist the parent in locating resources that are available. If the disruptive behavior continues, and all efforts by the staff have not been effective, the child will be suspended for a period of time. If after the suspension period has been completed and the

child's behavior persists, a request letter will be sent by the Regional CYP Administrator to CNIC to discontinue services for the child.

CHILD ABUSE AND NEGLECT PREVENTION, IDENTIFICATION AND REPORTING REQUIREMENTS

The health, safety and emotional concerns of children are critical to our programs. Our staff members are obligated to protect the children in their care. When a child shares information indicating possible abuse or neglect, it must be reported. This makes it very important for you to inform us of any accidents, injuries, etc. your child may have prior to entering our care each day. All CYP employees are mandatory reporters of any suspected child abuse and neglect.

Several measures are taken within the center/clubhouse to prevent allegations of child abuse. Some examples are:

- * Classroom doors have visual panels.
- * Children's bathrooms and diaper changing areas are open and visually accessible from the classroom.
- * At least two staff members are assigned to care for children in each classroom at all times. (Except in the case of nap time for children over 2 years of age, when one staff member can remain while the children are sleeping.)
- * Every classroom has an intercom or walkie-talkie system to allow for periodic communication from the reception area by management.
- * Parents have access to the CYP facilities at any time of the day
- * Prior to working in the classroom, staff must undergo training in child abuse prevention, identification and reporting procedures
- * All staff members have state, federal and installation background checks

If a staff member is observed abusing a child in any manner, immediately notify management. The staff member will be removed from working with children until an investigation is concluded.

All CYP employees receive annual training on child abuse and neglect, as well as sign an agreement of the positive guidance and touch policy.

The Child and Youth Programs staff members are required to be knowledgeable of Joint Base Pearl Harbor*Hickam's Family Advocacy Program as outlined in SECNAVINST 1752.2. The CDC/Youth staff shall also be familiar with the child abuse and neglect reporting laws of the State of Hawaii. All staff members are mandated to immediately report any allegation of suspected child abuse/neglect.

The staff member making the report is responsible for ensuring complete follow through on a suspected case reported and works in coordination with the Family Advocacy Representative (FAR) and appropriate military and civilian agencies.

It is the policy of all CYP facilities to refer any case of suspected child abuse or neglect to the proper authorities. If the alleged perpetrator is a staff member, that person is immediately reassigned to duties not involving children until the investigation is complete.

SUSPECTED ABUSE/NEGLECT IS REPORTED TO:

1. Family Advocacy Representatives (FAR)
2. Local Child Welfare Service (CWS) – in the event that FAR cannot be reached

REPORT CHILD ABUSE AND SAFETY VIOLATIONS

At any time, you may report your suspicion of child abuse, child neglect, or safety violations by contacting the Family Advocacy Program (474-1999 ext. 0), the Safety Officer (474-3447) or DOD Child Abuse/Safety Hotline at 1-877-790-1197.

ANNUAL INSPECTIONS

The Child and Youth Programs (CDC and Youth) operated by or for DoD personnel shall be inspected twice annually. These inspections are to be unannounced for quality assurance. These inspections shall be conducted locally, except once annually by higher headquarters personnel. The required inspections include:

- (1) One annual, unannounced local inspection conducted by a multi-disciplinary team appointed by the Commanding Officer or his designee.
- (2) One annual, unannounced inspection conducted by the Commander, Naval Installations Command (CNIC).
- (3) One comprehensive fire and safety inspection per year conducted by local, qualified fire and safety personnel. Structural and maintenance standards shall be reviewed.
- (4) One comprehensive health and sanitation inspection per year conducted by local, qualified personnel.

EMERGENCY & DISASTER PREPAREDNESS PROCEDURES

All staff members are trained in CPR, First Aid, Fire Prevention and Safety. Should emergency action be needed, the parent(s) will be called immediately. If we are unable to contact either parent, the authorized emergency contacts will be called. If the child's parents/guardians or emergency contacts cannot be located or contacted, medical assistance will be called and your child may be transferred by ambulance to the nearest military or civilian medical facility. The Child Registration Form including the "Authorization for Medical Treatment" will accompany the child. A staff member will stay with

your child until you arrive. Please ensure that your phone numbers and emergency contacts are kept current and reside on the island.

Below is a list of emergency phone numbers:

DoD Child Abuse Hotline	1-877-790-1197
Family Advocacy	474-1999 ext. 0
Child Welfare Services	832-5300
Preventive Medicine	473-1880 ext. 253
Safety Office	474-3447
National Poison Control	1-800-222-1222
Makalapa Clinic	473-0247
Joint Services Child/Spouse Abuse Hotline	471-9458
Regional Security	474-5633
Ambulance, Fire, and Police	911

As a part of our disaster preparedness plan, we have an automated emergency notification system called ONE CALL NOW. It will automatically notify all CYP parents when it becomes necessary to secure your child's CYP facility. When you are called, you are expected to come immediately. You may be required to pick your child up at a designated location if the center is in eminent danger. It is critical that the CYP facility is kept up-to-date with your current contact numbers.

In the event of a facility specific emergency, you will be contacted via phone by a CYP employee with the necessary details. CYP facilities can operate without electrical power and water for a period of time. If our ability to operate safely is compromised, you will be notified.

SAFETY

The safety and happiness of children attending the Center is our primary concern. The children will be taught safety rules for playground equipment, indoors, walking near streets, and on field trips. The CYP facilities are environments in which we need to respect the safety of all children. We require that parents and guardians refrain from smoking, spanking and screaming in our CYP facilities, playgrounds, and parking lots. To maintain child safety, we request that parents refrain from talking on their cell phones while dropping off and picking up their child. This also allows the opportunity for open communication between the CYP professionals and parents. Parents must remain with their child, walk them into the classroom and sign them in and out daily. Children must not be left in unattended vehicles, whether the vehicle is running or off.

In addition to the safety rules above, fire, sanitation and safety inspections are conducted at regular intervals to ensure the cleanliness and safety of the Child Development Centers and Youth Centers. The children and youth are taught how to function during fire drills, and basic fire safety. At least one fire drill is held each month. If you should happen to arrive at the Center during a fire drill, please do not interfere during the drill. Each employee is trained in handling the children during a fire drill. Do not remove your child from the playground or any other area during a fire drill. The staff has a sign in/out sheet and is accountable for each child.

Knowing the location of parent(s) and how to best reach them is very important to each child's safety. **Parents are required to leave at least two additional contact names and telephone numbers of people on the island that we can contact in case of an emergency. Please notify the CYP programs promptly when changes occur.**

EXCURSIONS

Field trips into the larger community are an important program component. After children learn the basic facility rules and routines, they are ready to venture out into the larger community. In small groups, they may go on hikes, to the zoo, to the aquarium, to a concert or to a play or other points of interest. The adventures increase their awareness of the world around them, creating a positive vehicle for development of social skills. Many cognitive ideas develop through excursions, which are later incorporated and extended into classroom activities.

CURRICULUM

CDC, CDH and CDGH:

Creative Curriculum:

The curriculum is designed to enhance and promote each individual child's development through carefully planned activities, presented in a warm and safe environment. In following The Creative Curriculum, emphasis is placed on indoor and outdoor learning centers that promote positive interaction with physical and social environments. Children are involved in large group, small group, and individual activities throughout the day. A balance of active and quiet indoor/outdoor activities is planned throughout the day. Some activities are staff directed, where others are children's choice. This balance meets recommendations from the National Association for the Education of Young Children (NAEYC) for developmentally appropriate practices. Lesson plans are based on children's interests as assessed through weekly observations and interactions with the children. Our curriculum is designed to provide each child with the opportunity to advance at his/her own pace and to achieve skills suited to his/her own needs and abilities. We accept children from all social backgrounds with varying abilities.

SAC, Youth and Teens:

Before and After School program as well as Day camp provides youth with a variety of social, recreational, and learning opportunities within the facility, throughout the local bases, as well as in various locations around the island of Oahu. Weekly activities include a combination of field trips, guest speakers, fitness activities, and aquatics and outdoor adventure experiences. In addition, activities are also planned at the youth center / camp facility which include: games, art and crafts, clubs, large and small group activities, performance arts, songs and sharing.

BGCA Curriculum: The Military has partnered with Boys & Girls Clubs of America on a founding set of core beliefs that guide all activities, programs and staff members. The mission of BGCA is to inspire and enable all young people to realize their full potential as productive, responsible and caring citizens. This is based on five core areas: 1) Education and Career Development, 2) Character and Leadership Development, 3) Health and Life Skills, 4) The Arts, and 5) Sports, Fitness and Recreation. Throughout the year children will have the opportunity to experience a variety of activities designed using the BGCA curriculum.

4-H Curriculum: The Military and 4-H have developed a strong partnership over the years. 4-H is the oldest and largest youth development program in the country and emphasizes “learning by doing” and “experiential learning model” through the Essential Elements of Belonging, Generosity, Mastery and Independence. 4-H programs and services are specifically designed and operated to meet the unique needs of the military mission and Service members and their families. The National and Community Partnership was developed to 1) provide consistency from base to base 2) share expertise 3) increase availability through collaboration 4) ease transition anxiety 5) educate staff of military family needs. Through 4-H Military Partnerships we have benefited from the resources of Land Grant Universities, high quality training, research based curricula, and technical assistance to the youth programs of the military.

Youth Sports:

MWR Youth Sports Program is affiliated with the Boys & Girls Clubs of America and offers a variety sports program for children and youth ages 3 - 18 years. Youth Sports activities include: Baseball, Soccer, Flag Football, Basketball, Tennis, Golf, and Track & Field. Pee Wee Sports are also available for children ages 3 to 4 only. This is a wonderful program that teaches basic fundamentals of flag football, basketball, T-ball and soccer. Each season consists of an hour-long practice once a week and is a fun and interactive parent/child experience. The MWR Youth Sports program allows children to learn team values and strengthen skills in various sports. They gain confidence and memories that create a lifelong journey through sports, health, fitness and fun!

The youth sports programs as has affiliations with several national partnerships. The National Alliance for Youth Sports (NAYS) is a partnership which enhances the Youth Sports Program by certifying coaches, officials and parents to ensure a quality Youth Sports Program. In addition, the Parents Association for Youth Sports (PAYS) Program is a mandatory training for parents who have children active in Navy CYP sports programs. This short training provides parents with an awareness of their roles and responsibilities and ways they can make their child’s sports experience more enjoyable and positive.

Start Smart:

Start Smart Programs, created by the National Alliance for Youth Sports (NAYS), are offered at our CDC and Youth facilities. Start Smart is a program designed to build motor skills for children. These programs help kids get ready for sports...and succeed in life. It is an innovative step-by-step approach that builds confidence and self-esteem in a fun and safe sports environment.

Fit Factor Programs:

Come join the fun and Get Up, Get Out, Get Fit! Our Fit Factor program continues as we encourage youth and teens to be more physically active and make healthy food choices. Spend an hour every day doing a fun activity or sport and then log into our web-based program. You’ll earn points toward different levels of prizes, all for free! This program is geared for youth ages 6 to 18 and is open to all military-affiliated families. The Fit Factor program promotes activities for every ability level and interest from star athlete to couch potato. For more information, visit www.navygetfit.com.

PARENT CONFERENCES

Parent conferences will be scheduled three times per year at the CDC and CDGH. This is an opportunity for CYP employees to share and discuss your child's developmental milestones and progress in our program. Additional conferences may be scheduled upon either staff or parent request.

ORIENTATION/TRANSITIONING

Children are easily upset by changes and unfamiliar surroundings. The adjustment period varies with each child. Some children new to the center may experience anxiety when or when transitioning to new rooms. This anxiety may cause a little more crying than usual or regressive behavior. Usually the child feels comfortable with the new environment within two to six weeks. Here are some suggestions to help ease the anxiety that may be felt by your child:

- Plan on spending a little extra time with your child on the first day to ease the fear of the environment. Thereafter, establish a routine by saying “good-bye and have a fun day”, then promptly leave.
- Spend a few minutes to read our daily activity write ups to see how your child spent their day and then talk to them about their day.
- Continually reassure your child that you still love them.
- Check with your child's CYP staff member about bringing a special security article from home for them to sleep with such as a favorite blanket or stuffed animal. Please ensure the article is labeled with your child's name. Outside toys are not allowed except as noted above.

CUBBIES/LOCKERS

In the CDC's, & CDGH's, the children have a small place for storage of personal items known as a “cubby”. Its purpose is to promote self-help skills as well as providing a place to store clothes and perhaps creative works of art. Children need an extra change of clothes (2-3 sets recommended). They should be clearly marked, especially shoes and slippers, and stored in the child's cubby. If a child is being toilet trained, there is a greater need for additional clothing. A small blanket from home is okay for rest time. Please remember that all of your child's items must be small enough to fit into our compact cubby spaces. *Note:* If you need to leave a car seat for an alternate pick up, it can be left at the reception area. A limited number of car seats are also available for check out at each facility.

Infants need their own diaper bag, several changes of the clothes, wipes, disposable diapers, and enough bottles for their stay. All items must be clearly marked. Parents need to provide formula (if not accepting the formula we offer) until the child is ready to drink whole milk. The parent must prepare formula in advance and take any used bottles home on a daily basis. Infants under the age of 12 months must receive infant formula or breast milk. *If accepting our formula, the parent must provide at least 6 sterilized clean bottles (labeled with child's name) for our use at the center.*

The school-age care (SAC) children have “lockers” assigned to them that are large enough to hold their backpacks. You may provide a combination lock to keep their things safe and secure. (SAC & Youth only) Please make sure the staff has the combination in the child’s file.

ATTRACTIVE NUISANCES

Toys, candy, gum, outside food, money, or valuable jewelry should remain at home. While those items may be appropriate at home, they can cause undue trouble and tears when brought into our CYP facilities. Please help your child understand and follow this rule.

CLOTHING/SHOES

Clothing that is easily manipulated by the child is best. Keep in mind that the children do artwork, cooking activities, play outdoors in the sand area and participate in water play. To further our goal of fostering independence in children, we encourage each child to do as much as possible for themselves. This includes removing and putting on clothing. Staff is available to assist when necessary. Many activities at the center are MESSY! Children are often intimidated if they have on “good” clothes and are hesitant to participate in a messy activity. We use paint smocks or paint shirts whenever possible, but these do not always protect clothes. More than one change of clothes will be required for infants, pre-toddlers, toddlers and preschoolers as they experience their fun-filled day. Please label all clothing with your child’s name. In addition, for your child’s safety and inclusion in highly active sports and outside activities, appropriate footwear should be provided. We encourage all walking children to wear closed-toed shoes.

TOILET LEARNING

Toilet learning should be a positive experience for children. It should take a short period of time if the child is ready. Problems in toilet training arise when adults do not pay attention to the child’s lack of readiness. The time for the toilet learning is as individual as learning to walk. There is no “right age” at which all children should be toilet trained. When children begin to show signs of developmental readiness for toilet learning, please see your child’s caregiver. It is recommended that you begin the process at home. Please understand that sometimes in a large group setting, accidents will happen due to the many distractions of the other children and activities that may not be occurring in the home setting.

ACCIDENTS/INJURIES/INCIDENTS

When an accident, incident or injury occurs a report is completed by the CYP professional, verified by a supervisor and reviewed by the parent on the day of the accident or incident. With all head injuries and any injury involving blood or broken bones call 911, notify the parent and the Chain of Command respectively.

If a child is injured in the CYP, the CYP professional will comfort the child and give immediate first aid.

All accidents, including bumps and scratches, must be recorded on an accident form. The accident report shall be completed by the CYP professional who handled the incident. A supervisor or designee must sign the accident form. The parent shall sign the form upon arrival. The parent receives the original form and the copy is filed in the child's personal folder.

If the accident is of a serious nature, the parent or emergency contact must be called immediately. When an injury is considered serious, 911 will be called and the child will be transported to the nearest hospital. The parent will be notified as soon as possible, as well as the Chain of Command. CNICCY 1700-25A form will be used to notify CNIC of serious accidents/injuries.

UNACCEPTABLE BEHAVIOR POLICY

The purpose of this policy is to serve as a guideline to be used in the Child and Youth Programs when a child's behavior is excessively aggressive, physically or verbally, and directed at another child, staff member or causes property damage. When a behavior negatively affects another child, staff member or causes property damage, it risks the safety of others and cannot be tolerated in the centers. Unacceptable behavior includes, but is not limited to, a child biting, hitting, kicking, using foul language or causing property damage. When an incident occurs, the following action will be taken:

- a. When a child exhibits behavior that results in the injury to another child or staff member or jeopardizes the health and safety of others, the parents will be called to remove the child from the center for the remainder of the day.
- b. If another incident of unacceptable behavior occurs, the center director will conduct a meeting with the parents to discuss a behavior modification plan to assist in improving the child's behavior. Every effort will be made to assist the child in eliminating this behavior. Based on this discussion and agreement, a Child Development Specialist will conduct an observation of the child in the classroom and provide recommendations. In addition, the incident reports will be submitted to the Inclusion Action Team to obtain additional guidance for the family.
- c. If another incident occurs while implementing the behavior modification plan, the child will be suspended from the program for one to three days for a first time suspension, three to five days for a second time suspension, and five to ten days for a third suspension.
- d. After the third suspension, if the behavior continues, with no signs of improvement and the safety of other children is compromised, a request may be made by the Regional CYP Administrator to CNIC for discontinuation of services.

Guidance will be constructive in nature, primarily using the technique of diversion by separating the child from the situation, praising the appropriate behavior, and redirecting the behavior to a positive outlet or activity. This is the only behavior modification technique that will be used. Any type of corporal punishment such as hitting, pinching, shaking or other type of aggressive physical or verbal interaction is not permitted and will result in disciplinary action.

USDA SPONSORED CHILD CARE FOOD PROGRAM

Our Child and Youth Programs provide a healthy and nutritious Food Program that meets standards established by the United States Department of Agriculture, Food and Nutrition Branch (USDA). For

your information, a weekly menu is posted in the reception area and each classroom (CDC only) and on the parent bulletin board. CYP has a five week rotating menu exposing the children to a variety of foods. Infants have their own age-specific menus for 0-3 months, 4-7 months and 8-12 months. Family style meal service is provided to create a pleasant experience in which children are both physically and socially satisfied. Children are not forced to eat, however; they are encouraged to try all foods.

In the CDC, breakfast, lunch, and snack are served to all children who are able to eat solid foods. Children who are not eating solid foods are served rice cereal, baby food and a center provided, designated UDSA infant formula. Infants must have an infant waiver on file in order to receive the center provided formula. Otherwise, the parent is responsible for providing breast milk and/or formula. For older children, milk is served with every meal along with a variety of fruits and vegetables, meat dishes, and bread products. In the School-Age Care (SAC) Program a morning breakfast, lunch, and afternoon snack will be provided for all participants.

Outside food and snacks are not allowed in the Child Development Centers or School Age Care Programs with the exception of store bought, prepackaged birthday treats which is discussed further below in the Birthdays and Specials Days section of this handbook. For infants who are not accepting the formula the center offers, the parent must provide bottles of formula and/or breast milk. Please ensure that bottles are properly labeled with the child's name and date. Bottles prepared in advance must indicate date and time prepared and must be utilized within 24 hours of preparation.

Food allergies must be confirmed in writing by a physician and include a list of approved alternative foods to be served. Milk will be served to all children unless a physician's statement is received restricting the child from consuming milk. Some alternatives to peanut butter are: soy butter, sunflower butter, cashew butter, almond butter, or cream cheese. Please note that the following items contain peanuts or peanut oils: Chex and trail mixes, health bars and many brands of granola bars. *All CYP facilities are "Peanut Free" facilities.*

BIRTHDAYS AND SPECIAL DAYS

Inform your child's main caregiver or Center Director when requesting to bring in Birthday or Special Day treats. Child-sized portions and healthy alternatives are encouraged. **Only store bought pre-packaged foods are allowed so that all ingredients can be easily read and the safety of children with allergies can be maintained. Homemade food items are not authorized (per NAVMED P-10 p66 3-5.1 Introduction Chapter 1 Food Safety).** Recommended treats include but are not limited to: watermelon, frozen yogurt, rice crispy bars, vegetable platter with dip, cheese & meat trays, frozen fruit popsicles, animal crackers, etc. Party favors or goodie bags should be sealed and will be distributed by a CYP employee as each child departs for the day. No balloons are allowed at the CDC and CDGH facilities due to choking hazards.