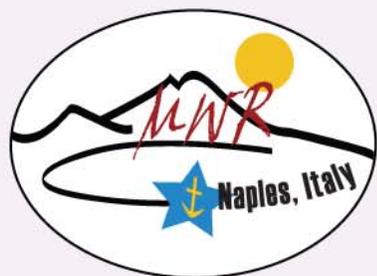


**United States Naval Support Activity
Naples, Italy**

**Child & Youth Programs
Parent Handbook**



CHILD AND YOUTH PROGRAMS

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CHILD AND YOUTH PROGRAMS

WELCOME!

We know a great deal of thought has gone into your choice of childcare, recreation services, and educational services for your child/ youth. This informational booklet is designed to inform you, the parent, about our Child and Youth Programs. If you have further questions after reading this booklet, feel free to talk to our management staff. They can be contacted at their respective centers.

We offer full-time and hourly care for children ages six weeks through five years old, before and after school care for children kindergarten through twelve and recreational services for youth up to eighteen years of age.

OPNAVINST 1700.9 Series E is the operating instruction that prescribes policies, procedures and minimum standards for child development programs Navy wide. You will often hear it referred to as “the OPNAV.” All requirements for the CYP Professionals are outlined in OPNAVINST 1700.9Series, “Child and Youth Programs.”

The Military Child Care Act was signed by Congress in 1989 and is now included in the Department of Defense Authorization Bill (Budget) annually. The intent of the law was to improve the quality of military child and youth services worldwide.

MISSION STATEMENT

Ensuring readiness by sustaining the Navy’s most important asset... People!

PROGRAM PHILOSOPHY

Navy Child and Youth Programs (CYP) provide high quality educational and recreational programs for children and youth. Teams of caring, knowledgeable professionals plan developmentally appropriate programs that are responsive to the unique need, abilities, and interests of children. Our staff fosters 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.

Goals

- Build physical development and skills
- Promote social competence and positive relationships with others
- Foster emotional well –being and a sense of trust and respect for self and others
- Encourage children to think, reason, question, and experiment
- Develop initiative, problem-solving, and decision-making
- Advance creative expressions, representation, and appreciation for the arts

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- Promote language and literacy development
- Develop self-discipline and the ability to seek out complete self-selected task
- Cultivate respect and appreciation of differences and uniqueness of diverse cultures and traditions
- Support sound health, safety, and nutritional practices

CYP ORGANIZATION

The Child Development Program is a division of the Morale, Welfare, and Recreation (MWR) Department of NSA Naples; the official Chain Command is as follows:

Commanding Officer	DSN 626-6289	COMM. 081-568-6289
Executive Officer	DSN 626-6289	COMM. 081-568-6289
MWR Director	DSN 626-4050	COMM. 081-568-4050
Installation CYP Director	DSN 629-4989	COMM. 081-811-4989
CYP Director-CDC Support Site	DSN 629-4989	COMM. 081-811-4989
CYP Director-CDC Capodichino	DSN 626-5119	COMM. 081-568-5119
Training & Curriculum Specialist	DSN 629-4390	COMM. 081-811-4390
Youth Director	DSN 629-7456	COMM. 081-811-7456
SAC Director	DSN 629-4731	COMM. 081-811-4731
Youth Sports Director	DSN 629-4729	COMM. 081-811-4729
Teen Center Director	DSN 629-4727	COMM. 081-811-4727
School Liaison Officer	DSN 629-6549	COMM. 081-811-6549

The Child and Youth Staff

The Child and Youth Program (CYP) Professionals employed by our programs are selected based on their ability to work with children in a group setting and on their understanding of the needs of young children and youth. Once employed by the program, all staff members are trained in emergency procedures, food sanitation and child abuse recognition and prevention and growth and development for children and youth.

CYP Staff members must obtain a medical clearance that includes proof of immunization. CPR and First Aid are completed every three years and refreshed annually. All CYP Professionals participate in the Navy Child Development Training Program and have extensive background checks.

CHILD AND YOUTH PROGRAMS

CYP AVAILABLE SERVICES AND OPERATIONAL HOURS

Child Development Center (CDC)

Navy CDCs are accredited by the National Association for the Education of Young Children (NAEYC). The Child Development Center is filled with young children of various ages and provides quality child development programs for children ages six weeks to five years. Our program focuses on relative age and ability groupings for the proper supervision and care of the young children. Discretion will be used in placing children in these four categories:

- Infants 6 weeks to 12 months
- Pre-toddlers 12 months to 24 months
- Toddlers 2 years to 3 years
- Pre-School 3 years thru 5 years

Trained Staff members who are dedicated to their work guide each group of children. Personnel not only administer the curriculum, but also guide the children's behavior. The ratio of staff to children must always be sufficient to maintain constant supervision and implement an age and ability appropriate developmental program, set by CNIC.

Full Day: Care provided for children on a full time basis Monday through Friday. This program is offered for children from six weeks up to five years. A daily schedule will be provided to the parent by child's classroom.

Hourly Care: Hourly care is available at the Center for children from ages 6 weeks up to five years or entering kindergarten on **space availability**. The hourly program is opened from 6 a.m. to 6 p.m. Monday through Friday. Reservations may be made by calling Support Site DSN 629-4989/COMM. 081-811-4989 or Capo DSN 626-5116/COMM. 081-568-5116 up to one month in advance. Drop-ins are also accepted when space is available. Please read your contract for more information. We strongly suggest that parents who send their children to the Child Development Center have alternative care available for the dates we are closed or when your child is ill.

Full Day:	Monday - Friday S. Site 0600-1800 Capo 0630-1730
Hourly Care: Phone: S. Site DSN 629-4989 COMM. 081-811-4989 Capo DSN 626-5116 COMM. 081-568-5116	Monday - Friday S. Site 0600-1800 Capo 0630-1730
Business Hours:	Monday - Friday S. Site 0600-1800 Capo 0630-1730
Administrative Office: Phone: DSN 626-4050 COMM. 081-568-4050	Monday - Friday 0800-1700

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Child Development Home Program (CDH)

The CDH program provides home-based child care services for eligible patrons by Navy certified independent private contractors in their government or non-government owned or leased residence. CDHs offer quality care in a home environment for children ages four weeks to twelve years. Flexible hours, 24/7 care, low child-to-adult ratios, and convenient locations make this a viable option for families whose “normal” workday is anything but normal. CDH providers are certified by the Department of Defense, applicable state licensing agencies, and are currently becoming accredited by the National Association for Family Child Care (NAFCC). Program oversight is conducted through monitored visits and is intended to give programmatic support to providers. Monitored visits are used to assess the provider’s relationship, appropriateness of the environment, goals for learning, planned activities, routines, safety of the home, professionalism and business practices. Types of CDH groups available:

- Multi-age homes
- Infant homes
- School Age homes
- Extended hours homes
- Mildly ill homes
- Special needs homes

Please contact DSN 629-4989 or COMM. 081-811-4989 for more specific information regarding CDH.

School Age Care (SAC)

Military-associated children in Kindergarten through 6th grade, ages six to twelve years, are provided before and after-school programs and camps. Navy before- and after-school programs are accredited with the Council on Accreditation (COA). The School Age Care (SAC) program is designed to enhance the school day rather than duplicate it. When planning it is very important to ensure that activities are age appropriate and that staff and children work together to plan and implement suitable activities, which are consistent with the programs philosophy. It is important that we provide a balance of activities to include: opportunities for creative experiences, frequent interaction between staff and children, opportunities for children to make choices, a balance of active and passive activities, and development of large and small motor skills. We provide the children with multi-cultural experiences, which reflect a variety of geographic, ethnic and cultural differences. Sufficient time is given for the children to fully participate in activities and transition between activities. Care provided in SAC includes:

- Before School Care
- After School Care
- Before & After School Care
- School Break Care
- Summer Camp (with optional extended care)
- Hourly Care (space availability which does not include summer camp care)

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Full Day:	Monday – Friday 0600-1800
Before School Care:	Monday – Friday Mornings: 0600-0745
After School Care:	Monday – Friday Afternoons: 1430-1800
SAC Desk Hours : Phone: DSN 629-4722 COMM. 081-811-4722	Monday – Friday 0600-1730

Youth Activities Program

RECREATION SERVICES: These programs are operated for the purpose of providing youth with opportunities to enjoy social and recreational activities while offering guidance and meaningful experiences. This open recreation program also offers many special events and trips. Late night and special events are scheduled each month on a regular basis. Teenagers 18 and 19 years of age are eligible if they are still enrolled in high school. Note: Teens that have graduated from high school are eligible to participate until commencement of the next semester of school. There are no participation fees to register and access the Teen Center. Participants must have a US military I.D. card in order to use the facility and check out equipment.

TEEN EMPLOYMENT: During the summer, CYP sponsors when available a Teen Employment Program for youth 15-17 years of age. Teens that are 18 and 19 years of age are eligible if they are still enrolled in high school. These teenagers are hired as temporary NAF Flex employees and work at various MWR recreation sites. Participants that work directly at a CYP program are required to have a local background investigation. Teens must be registered members of the Teen Center, Boys and Girls Clubs of America and complete the “Job Ready” BCGA program.

PHYSICAL FITNESS AND RECREATION EVENTS: The Youth Center sponsors many fitness and recreation activities. These activities may include: fun runs, obstacle course competitions, tournaments, sports clinics, fitness classes and special leagues. All youth and teens enrolled in the Youth Program is eligible to participate in these events. On occasion member's parents will be invited to participate.

YOUTH SPORTS PROGRAMS: The Youth Program offers soccer, flag football, baseball, basketball leagues and Fitness activities for children not involved in team sports. Leagues are separated by age divisions. Registration fees are charged to participants to cover the cost of uniforms and medals. Coaches will be trained in Youth Sport program procedures, skill development and youth objectives. All coaches will receive local background checks and training.

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Teen Center:	School Year Hours
Non School Days and Summer Hours	Monday - Thursday
Monday-Thursday	1430-2000
1200-2000	Friday
Friday	1430-2200
1200-2200	Saturday
Saturdays	1330-2200
1330-2200	

Youth Sports:	October - December
January - June	Tuesday – Friday 1000 – 1830
Tuesday – Friday 1000 – 1800	Saturday 0900-1730
Saturday 0900-1730	
July - September	
Monday – Friday 0900 – 1730	

Child and Youth Educational Services (CYES)

The Navy's interest in educational issues has existed for many years in various forms. Prior to 2007, there was no recognized Navy-wide program addressing the educational needs of Navy families. The identification of the specific educational needs of Navy families led to the establishment of Child and Youth Education Services (CYES). CYES is a function of the CYP. The School Liaison Officer (SLO) administers our CYES program and serves as the primary liaison between community schools, commanders, and military parents. The SLO has seven core functions:

- School Transition Services / Permanent Change of Station (PCS) Cycle Support
- Deployment Support
- Special Education System Navigation
- Installation, School, and Community Communications
- Partnerships in Education
- Homeschool Linkage, Support
- Postsecondary Preparation

The critical duties of the SLO include, but are not limited to, the following:

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- Serve as the installation point-of-contact for local CYES matters with special attention to deployment issues
- Facilitate communication between local school authorities and senior leadership to ensure school issues are addressed and resolved at the lowest practical level
- Advocate for the educational needs of military children by:
 1. Working cooperatively with installation and community organizations and school district leadership
 2. Educating school personnel and community organizations on school issues affecting military children, attending local school board meetings, School Advisory Council (SAC) meetings (or equivalent), Ombudsman assemblies, and other installation/community organizations' meetings as appropriate.
- Serve as liaison between organizations providing services to students, school personnel, and community to foster partnerships between military and civilian organizations, schools, and families
- Understand and communicate information on available funding sources to installation leaders and school administrators, such as Federal Impact Aid
- Command a working knowledge of federal, state, and local laws applicable to military child education by initiating and maintaining contacts and websites for departments of education, local school districts, and local schools, with particular attention given to military family with special needs concerns
- Act as the subject matter expert on educational issues including special needs issues for military children

CURRICULUM/PROGRAM FOCUS

Child Development Center

The Child Development Center is filled with young children of various ages. Our program focuses on relative age and ability groupings for the proper supervision and care of the young children. Discretion will be used in placing children in these four categories:

- Infants 6 weeks to 12 months
- Pretoddlers 12 months to 24 months
- Toddlers 2 years to 3 years
- Pre-School 3 years thru 5 years

Trained Staff members who are dedicated to their work guide each group of children. Personnel not only administer the curriculum, but also guide the children's behavior. The ratio of staff to children must always be sufficient to maintain constant supervision and implement an age and ability appropriate developmental program, set by CNIC.

Creativity and imagination are enhanced in a variety of ways, which may include:

Arts & crafts	music	self help skills
Socialization skills	free play	readiness program
Water & sand play	textured play	health & safety
Games & concepts	nature & science	family style dining

Classroom curriculums are posted in the individual areas.

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Creative Curriculum

The curriculum used by the staff of the CDC is based on the child's interests through the daily observations of each child, along with the Creative Curriculum format of developmentally appropriate planned activities through active play. This is the Navy wide standard.

The Child Development Program uses the Creative Curriculum approach to childcare. The majority of early childhood experts and educators believe that children learn best through exploration and play oriented learning. At this CDC children learn, grow and acquire skills at their own pace, engaging in age appropriate activities to challenge themselves and build an atmosphere of success. Reading to a child promotes a love and appreciation of books. It attaches meaning to print. We include a print rich environment with meaningful signs and language experiences about the world around the children. This also encourages oral language development as a necessary component of learning to read. Block and water play help children succeed academically. Children gain concepts about math and science by manipulating water and sand; they build, measure, weigh, mold, cook and role-play. Open-ended materials, such as blocks, teach children to problem solve, share and communicate, building creative and critical thinking skills. Dramatic play is when children formulate and act out the stories and "social studies" of their lives.

Children benefit from an atmosphere where they can choose from among developmentally appropriate activities and take some responsibility for their own social behavior. Children learn through play!

Biting

Many pre-toddlers/toddlers bite. It is common because many aspects of toddlerhood just lead to biting. Toddlers are not far from infancy in which "mouthing" something was the first way to learn about it. They are affectionate but clumsy at kissing. They get physically tense from the thrills and conflicts of their days, but are still too uncoordinated to blow off steam. They can be very curious about other people's emotional reactions. A bite may mean: "Well, what is this?" "Move over buddy!", "Dig this Mom!" It can be a kiss gone wrong, or a bit of everything. As a pre-toddler or toddler learns other ways to do and say each of these things, biting generally disappears. It's a pain, it's embarrassing, but until about three years of age, it's perfectly normal. To eliminate some of the reasons for biting, try the following:

- Model to the child how they can get something they want
- Have plenty of age appropriate materials available
- Give children the words they need to express their feelings and encourage use of these words
- Use lots of patience and love
- Give them something appropriate to put in their mouth

Diapers

Those children still in diapers should arrive at the Center with clean, disposable diapers. Parents will be asked to change their child's diaper in the event that the diaper is soiled upon arrival at the Center. The Child Development Center does not provide disposable diapers. All infants will have clean diapers before leaving the Child Development Center. Emergency diapers will be made available at an additional charge.

Clothing (CDC/SAC)

Children should be dressed in clothing that is easy fitting and comfortable. Clothing that comes on and off easily (without adult help) gives your child added confidence and avoids toilet accidents. **Avoid "dressy"**

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clothing so that your child may feel free to enter all activities without worry of getting dirty. A sweater or jacket, marked clearly with the child's name, should be brought to the center for cooler seasons. Hats and coats are imperative during the fall and winter months. **We try to take all the children outside every day.** We recommend sturdy shoes to prevent stubbed toes and they must have back straps. **No open toed shoes** are allowed for the children. The Fire Marshall requires all children wear shoes. For CDC children, they should have an extra set of clothing in a clearly marked container. If your child's clothing becomes soiled or wet they will be changed into the clothing provided or with loaner clothing. In the SAC program, extra clothes can be left in the child's cubby or loaner clothes will be provided.

Please note: All clothing and personal belongings must be **clearly labeled** with your child's name. The Child Development Center/SAC is **not** responsible for personal belongings that are lost or misplaced.

Toys

Personal toys and cell phones are not allowed in the center, with the exception of soft sleeping toys for naptime.

Birthday Parties

Birthday parties need advance notice. Please make arrangements with the child's teachers. For convenience sake, and due to so many food allergies, we ask that you limit the food to cupcakes (**no chocolate please**) or cake. No home made food is allowed in the center for any reason. The cake or cupcakes must be commercially purchased and in the original sealed container.

Please note: no balloons, lollipops or favors. Parties will be held during the afternoon snack times only, not during lunchtime. Only children enrolled and their parents may attend the party. Please do not bring gifts for your child to open at the Center.

School Age Care/Youth Activities

The School Age Care program and Youth Activities program is designed to enhance the school day rather than duplicate the school day. When planning, it is very important to ensure that activities are age appropriate, staff and children work together to plan and implement suitable activities, which are consistent with the programs philosophy, also our activities should be flexible. It is important that we provide balance of activities to include: opportunities for creative experiences, frequent interaction between staff and children, opportunities for children to make choices and a balance of active and passive activities. We provide children/youth with multi-cultural experiences, which reflect a variety of geographic, ethnic and cultural differences. Our program is pleased to be in partnership with The Boys and Girls Clubs of America (BGCA) and 4-H Clubs. Our affiliation allows us to incorporate programs that are designed to foster healthy minds, bodies, and souls for our child and youth participants.

BGCA and 4-H Clubs focus on the following areas:

1. Teach technology skills
2. Focus on leadership skills and initiative
3. Focus on education and career development
4. Focus on health and life skills
5. Focus on the arts and physical fitness

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Equipment and Material

Equipment must be checked out and in with a form of identification. Each youth checking out equipment is responsible for that equipment while checked out under his or her name. If the equipment is destroyed or broken, and it is proven that the patron is responsible for the damage, he/she will be responsible for paying the replacement cost to the center. If it cannot be determined or is a result from an accident, the center will replace the equipment that is in good standing condition. Items that require checkout include sports equipment, video games, music instruments, and movies.

TV/Video Games

The Youth Center/Teen Center offers many different gaming systems and movie options. As stated in the registration packet, the staff will use their discretion on what movies and video games are appropriate. For SAC, video games offered will incorporate all rated E versions. When movies are shown, these will be G-PG rated. For our middle and high school youth, this includes PG-13 movies and video games that are rated E for everyone that may expand into games rated T for Teen. Youth Center members are not allowed to bring video games, video game systems, video game components, or movies to the Youth Center unless screened and approved by Youth Center staff.

Internet

Internet access is intended to promote educational excellence by facilitating resource sharing, communication, and access to the most current information. While access to the Internet will provide the opportunity to explore thousands of information resources, families should be warned that some material accessible via the Internet may be illegal, defamatory, inaccurate, or potentially offensive. It is the intent of the program that Internet access be used only to pursue educational goals and objectives; however, students may find ways to access inappropriate materials. In accordance with federal law, appropriate measures, including Internet filters, will be taken in an effort to block language and visual depictions that are obscene, offensive, lewd or pornographic and lacking serious literary, artistic, political or scientific values with respect to minors. Students may be allowed electronic mail access to their own personal accounts. Internet access is monitored in the all Youth Activities programs. For Youth Activities, to gain Internet access, all users must sign an Acceptable Use Agreement indicating their understanding and agreement to abide by Youth Center policy. Students under the age of 18 must also obtain parental permission. Agreements shall be returned to a Youth Center Staff Member contained in the registration packet.

FIELD TRIPS

Field trips are an important part of our active curriculum. They give children first hand experience of the world around them and provide needed variety from the classroom. Additionally, field trips provide opportunities for many exciting follow up activities. Walking field trips occur often around the CDC for all children and preschoolers will take a few off base excursions throughout the year.

For SAC and Youth Activities, children and youth may use various on-base facilities such as: Movie Theater, Bowling Alley, Library, Etc. The Teen Center also provides trips and activities to off-base locations such as Spring Break Trips to top travel destinations, white water rafting excursions, and ski/snowboard trips during the winter.

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During the summer program, the children may be leaving the base every week for a field trip. In addition, all children are required to wear the identifying article of clothing provided by SAC (field trip T-shirt). It is highly recommended that children wear T-shirts for their safety and easy recognition of the group.

The children may also participate in community service projects such as volunteering or participating in a base clean up drive. When on a field trip, we contract with a local bus company. If you would like any additional information about the transportation of your child, please ask a staff member or you may review our SOP on field trips.

Parents will always be notified when their child's class is expected to be leaving the facility. Parents are not allowed to pick up or drop-off children at any location different from CDC or SAC unless previously arranged.

CHILD SAFETY

Daily Check in and Out

The parent or sponsor will sign in each child daily at the reception desk and in the classroom. A written permission slip is required when someone other than the parent or sponsor is dropping off or picking up your child.

Children will not be released to any person other than the parents, sponsor, or emergency contact person. If any person other than the above listed is sent to pick up your child, permission must be designated in writing by the child's parent. **No telephone permissions will be allowed.** Parents or sponsors will check out at the reception desk before picking up their child, or leaving the Center. Be sure to have your I.D. card available for identification purposes. If a parent is suspected of being intoxicated security will be called immediately and the name of the parent and a description of the car will be provided. For the youth open recreation center, all youth will be required to self check in and check out. All members will be identified by a Youth I.D. card issued at registration.

Self Care/Home Alone Policy

Parents will be made aware of the NSA Naples home alone policy. A child caring for his or herself is defined as one who is without adult supervision while the parent or guardian is away from home; either at school, on weekends, or during school breaks in the day or evening hours. Parents are expected to know their child's whereabouts and monitor their activities 24 hours a day. Failure to adequately supervise or safeguard children may result in a finding of neglect by the Family Advocacy Program. Children under the age of ten should be closely supervised at all times. This supervision should be carried out, at home, at the playground, in vehicles at the NEX, at sporting events, at the theatre, and in all other play areas.

- A parent, family member adult, or other responsible person who is in a care taking role can provide supervision. Parents or guardians should know where their children are at all times on order to ensure their well being.
- Adolescents over 12 may provide baby-sitting services consistent with their ability to adequately supervise their charges. It is recommended that parents use sitters who have completed an approved baby-sitter course and CPR. Overnight babysitters must be at least sixteen years old. Parents must provide baby-sitters with a completed, signed Medical Power of Attorney, authorizing the baby-sitter to act on the parent's behalf in case of a medical emergency.

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- No other child under the age of 6 or any child who is physically incapacitated will be left unsupervised in a vehicle.
- All parties in government owned or the sponsor or an adult family member will supervise leased housing in which juveniles are present. Alcoholic beverages will not be served to persons less than eighteen years of age.
- Children 12-15 years old and older may be left home alone for periods of time appropriate to their level of maturity provided they have ready access to a responsible adult, a key to a home, emergency numbers and familiarity with emergency procedures.

Child Abuse Policy

All CYP Professionals are trained annually on Child Abuse/Neglect issues. As part of the Navy Personnel Command regulations, ALL CYP staff members are mandated reporters to the Family Advocacy Representative (FAR). If there is a concern about a visible mark or behavior the FAR may be consulted. The CYP staff does not make any determination on these issues.

In cases of allegations of abuse/neglect in a CYP Program, the alleged abusive staff member shall immediately be removed from the area in question and remain removed until completion of an investigation of the allegation. Any public information regarding the nature of the allegation will be released only as deemed appropriate by the Staff Judge Advocate or the investigative agency. The parent or staff member calls the Family Advocacy Program (FAP), who is the primary point of contact for any allegations of abuse at extension DSN 629-6533 or COMM. 081-811-6533. You may choose to call the DOD Child Abuse Safety Hotline at 1-703-604-2547. The CYP Director will notify the MWR Director.

Reprimanding Policy

Parents shall not reprimand children (other than their own) for inappropriate behavior while on CYP property. Complaints concerning the behavior of other children shall be made to any CYP staff member or to the CYP Director, vice the offending child. Parents who do not follow this mandate will subject themselves to the following administrative action:

- First Incident – Oral warning will be given by the facility director or CYP Director.
- Second Incident – A letter will be forwarded to the Commanding Officer of the active duty member(s), advising him/her of the incident.

Guidance

The CYP staff uses positive guidance methods to help children behave constructively. Children learn self-control when adults treat them with dignity and use discipline techniques such as:

- ❖ Guiding children by setting clear, consistent, fair limits for classroom behavior; in the case of older children, helping them to set their own limits
- ❖ Valuing mistakes as learning opportunities
- ❖ Redirecting children to more acceptable behavior or activity
- ❖ Listening when children talk about their feelings and frustrations
- ❖ Guiding children to resolve conflicts, and modeling skills that help children to solve their problems
- ❖ Patiently reminding children of rules and their rationale as needed
- ❖ Planning ahead to prevent problems and giving positive reinforcement and encouragement

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The **School Age Care and Youth Activities Program** uses the IDEAL problem-solving model. Resolving conflict, and social problem solving, can be taught to young children in ways that are appropriate for their development and age. Early childhood professionals and teachers can start early to help young children learn to STOP and THINK about different ways to solve a problem. At about age 4 or 5, most children (with adult support) can think of more than one way to solve a problem, and predict how people will react to their actions. Teachers can also help them describe their own feelings and those of others. Children also begin to show care about other people's feelings. By 6 to 8 years old, they can understand how others might see a problem differently than they do, and they can talk about a situation more clearly. They start to develop a conscience and worry about rules and fairness. So, early childhood professionals can bring social problem-solving skills into the classroom appropriate to the age and development of the children they teach.

The following are the steps in the IDEAL social problem-solving process:

- I** Identify or determine the problem
- D** Determine possible solutions
- E** Evaluate the possible consequences and determine the best solution
- A** Act to implement the plan of action
- L** Learn from the experience

In addition, teachers need to remember that children learn from watching them deal with problem situations using respectful words and nonviolent actions. The primary responsibility for a child's behavior rests with the parents. The CYP staff will assist parents in any way possible to reinforce the concepts taught at home. Because one of our goals is to support and enhance the family and the child, we are always available to parents for discussion and for advice concerning your child.

It is the policy of the program that, under no circumstances, will food be withheld from a child or physical punishment be used, nor are the parents allowed to administer punishment to their children while they are in the center. Corporal punishment or any humiliating or frightening punishment is forbidden, such as: spanking, hitting, slapping, pinching, and/or shaking. Verbal abuse, threat, and derogatory remarks are forbidden.

The following are some examples of unacceptable behavior within our program:

- Fighting, biting, slapping, kicking, scratching or spitting
- Vulgar or obscene remarks and gestures
- Cursing/swearing
- Defiance of child caregivers
- Injury to any child or adult
- Destroying Center property

If you have any questions regarding the Center's discipline policies, contact the facility Director or the Child and Youth Program Director at DSN 629-4722 or COMM. 081-811-4722.

Touching

Touching, in a positive manner, is essential in the emotional/social growth of a child. It teaches affection, care, and a sense of security/safety within the child. As nurturers, it is the foundation for care giving. However, a child will not be forced to perform/receive positive touching actions against his/her will.

Program Guide

CHILD AND YOUTH PROGRAMS

The only exception is if physical restraint is necessary for the safety of the child or safety of other children in the program. (See discipline policy).

The CYP is an EEO employment facility. All employees are required to perform diapering and toileting assistance as needed. As required by CNI regulations, all employees hired are researched and screened thoroughly for suitability. Additionally, they are mandated to complete four hours of training in Child Abuse and Neglect Education and two hours yearly after initial training.

Our program allows children exposure to a curriculum that includes developmentally appropriate safety education activities. Parents will receive prior notification if a special presentation is given on safety issues, which may be considered sensitive in nature.

Emergency and Disaster Plan

All staff members receive training in safety preparedness. If there is a major disaster, children will be cared for at the CYP facilities or adjacent outside areas. Should the evacuation and/or closure of the center be required, a staff member will notify parents. In the event of an emergency with the CDC/Youth building, the staging area for each program is as follows:

- CDC
- SAC - Field adjacent to Fire Department
- Teen Center - Field across from the Teen Center
- Youth Sports - (when in gymnasium) exit building and follow direction of staff to safe location

Emergency phone numbers (fire, security, ambulance) and center location are to be posted in the center above the phone. The sounding of the fire alarm bell requires immediate evacuation of the building. Fire drills are conducted in the center on a monthly basis; simulating the steps involved in an actual fire emergency.

Should NSA Naples go into Force Protection CHARLIE additional security precautions would be enacted as directed by the Security Department. Should NSA Naples go into Force Protection DELTA the center will be closed and alternate care will be offered for essential personnel who have duty only. During DELTA children will only be released to their parents and a 100% ID check will be in place.

Inclement Weather-Heat Conditions

Outdoor play will be modified in accordance with the temperature as follows:

- ❖ Normal outside play: temperature/humidity = 80-90
- ❖ Outside time limited to ½ hour: temperature/humidity = 90-105
- ❖ Children **do not** go outside: temperature/humidity = 105-130
- ❖ Children **do not** go outside: temperature/humidity = 130+

HEALTH

Immunization & Illness Policy for Children

Your child's health and safety are a priority for all of us. For the CDC, an immunization record must be on file prior to admission. No child will be admitted to the Center without a current immunization record

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(in accordance with the NSA Naples Medical Clinic schedule of shots) unless proof of religious or health issues are on file.

All children must be well and able to participate in vigorous play and all other activities. You will be contacted if your child appears to have symptoms of illness during the day and you will be expected to promptly pick-up your child, (***within 30 minutes from the time you are called**). **If neither parent can be reached, the emergency contact person will be called for pick-up.** In such cases, the child is isolated and comforted until the parent, designated sponsor (in writing), or emergency contact person picks up the child. In the event a parent cannot be reached, seriously ill children will be taken to the Naval Station hospital for treatment. This policy also applies to a serious injury/accident requiring more than basic first aid.

Please keep your child home for obvious symptoms such as:

- ❖ Fever (Infants over 4 months, 100F auxiliary, 101F orally, 102F rectally. Infants under 4 months must seek immediate medical attention)
- ❖ Swollen glands red and tender accompanied with fever
- ❖ Chest congestion
- ❖ Sore throat
- ❖ Unexplained rash
- ❖ Heavy nasal discharge
- ❖ Diarrhea
- ❖ Eye Irritation (Bacterial conjunctivitis must be excluded and medicated for 24 hours before returning)
- ❖ Constant cough with rapid or difficulty breathing
- ❖ **Temperature** of 101 degrees and over
- ❖ **Conjunctivitis:** an eye infection commonly referred to as “pink eye” (The eye is generally red with some burning and thick yellowish discharge.)
- ❖ **Bronchitis:** This can begin with hoarseness, cough, and a slight elevation in temperature. The cough may be dry and painful but gradually becomes more productive.
- ❖ **Diaper Rashes** that you cannot identify or have oozing sores that leak body fluids
- ❖ **Impetigo of the skin:** This shows up as red pimples that eventually become small pusses. Lesions may occur in moist areas of the body such as crease in the neck, groin, underarms, face, hands, or edges of diapers.
- ❖ **Diarrhea:** watery or greenish bowel movements that look different and are more frequent than usual
- ❖ **Vomiting: More than two times in 24 hours**
- ❖ **Really sick with no obvious symptoms:** The child may look or act tired, show lack of interest or display other unusual behaviors.
- ❖ **Contagious diseases: the child must be kept at home.** Measles (red or German), Chicken pox, Scarlet Fever, Hepatitis, Mumps and Rosella are a few examples.
- ❖ **An ear or throat infection that’s been diagnosed by a doctor:** If the child has been placed on an antibiotic, he/she should **not** be brought to the center until he/she has taken the medication for at least 24 hours.

If a child has an elevated temperature (less than 100 degrees), a cold, an allergic rash, unexplained rash, prickly heat, loose bowel movement due to diet or medication, he/she can still be brought to the center.

We have a reference book of common infections and conditions of children, including symptoms and treatment, on file in the center for use by parents and staff. We ask your cooperation in immediately reporting any contagious disease to which your child has been exposed. Please have a friend or alternate

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caregiver on call to care for your sick child if you are unable to stay home. By helping us to observe good health standards you will be protecting your child and the others in the programs. Thank you for your cooperation.

Medication Administration

It is preferable that oral medications not be administered in the CYP Program. When possible, parents and physicians are requested to adjust medication schedules so that the Center staff need not administer medication. We recognize that this is not always possible and will cooperate in administration of medication that must be given during CYP hours. CYP staff will not administer medication to children participating in the Hourly Care Program. Our regulations include:

- The decision to administer medication will be on a case-by-case basis AND consideration given to the needs of the child and family circumstance.
- The first dose of any new medicine shall not be administered at the center.
- A "Medication Authorization Form" must include a signed statement from the prescribing physician, which specifies type, dosage, times and application instructions (i.e. with food).
- Parents must sign a Parent Release Form before medication can be given to the child
- A minimum of 2 staff persons (caregiver(s), Program Leader, Director, or Child and Youth Program Director) must be present and knowledgeable of medication procedures. A daily log must be kept stating details and must be signed by administering caregiver and parent daily.
- Medication must be in original container with the child's name and date on the prescription label. Appropriate measuring syringe must be provided.
- All medications will be received by a CYP Professional or the Director and stored in a special refrigerator (if required). Medication may not be stored in the cubby or child's classroom.

Any child suffering from a chronic medical condition (such as asthma) will be permitted to keep medication(s) at the center. All medication will be kept in a locked cabinet/refrigerator and administered according to the above regulations. Staff shall receive additional training on administering medication, as needed depending on the needs and requirements of the medication as prescribed by a physician. If there are any questions, or if additional information is required, contact the facility Director or Child and Youth Program Director.

NUTRITION

Meals are provided at no cost for children 12 months and older in full time programs to include CDC and SAC. Meals are served "family style" at the CDC and meet the USDA guidelines for child nutrition. Food brought from home will not be accepted for children other than the infants. All food allergies must be stated in writing by the child's doctor and be on file at the participating center. All dietary restriction due to religion or preference must have a note on file from religious advisor. All children are served a nutritious, well-balanced breakfast and afternoon snack, which meet USDA child and adult care food program requirements. Milk and water are served at each meal. We purchase and serve only pure fruit juices.

The times of each meal and snack are posted on the daily activity schedule at the center. Please check the Parent Board at the location of care. In addition, times may vary due to special and/or unforeseen circumstances. Menus for the current week will be posted on the Parent Board for review. All substitutions of comparable food values will be recorded on the menus. Parents are invited to share lunch

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with their child(ren). Parents must notify a staff member at least three hours in advance. Meals are provided on field trips. No outside food is allowed unless a special dietary request or religious or family preference is supported by statements from a recognized medical authority which explains all food substitutions. When a substitution is normally found in the CYP and does not require an additional expense, the program will provide the food however it is the parent's responsibility to provide adequate substitutions when the program cannot.

The Youth Center offers snacks and drinks for sale to the members of the Youth Center. Occasionally, the youth participate in cooking activities and cooked meals are also offered as part of our programming. As mentioned, all of our staff is trained and certified in safe food handling procedures. It is the responsibility of the guardian and the youth to let the staff know if they are not to participate in these food programs for any reason.

INCLUSION

Inclusion is an attitude and a philosophy that welcomes and supports all children. Inclusion is a belief in every person's inherent right to participate fully in society. Inclusion conveys the idea that we appreciate each child, that we see each child's gifts, and that we value children of all abilities being together. Inclusive programs are communities where children with and without disabilities live, learn, and play together. The goal of inclusion in Navy CYP is to support the participation of children with and without disabilities in child and youth activities and programs. Children with and without disabilities are respected as contributing members and participate in all aspects of Navy CYP. CYP professionals make respectful accommodations so that all children can be successful in Navy child development centers, child development homes, school age care, and youth and teen programs.

Families should be notified that general information about their child may be shared with CYP contract organizations (i.e. Kids Included Together - KIT, the Inclusion Action Team - IAT, or Military Life and Family Consultants- MLFCs, Fleet and Family Services, Educational Development Intervention Services (EDIS)) in order to receive customized recommendations for accommodations and supports. CYP professionals working directly with the child should ask parents how they would like their child introduced to others and what information is okay to share (if any). The answer to this question will be different for every family. As CYP professionals respect the family's right to privacy, the family will respect and value the CYP's commitment to their family.

The Navy's Exceptional Family Member Program (EFMP) is designed to assist families by addressing the special needs of their exceptional family members (EFM) during the assignment process. As stated, special needs include any special medical, dental, mental health, developmental or educational requirement, wheelchair accessibility, adaptive equipment or assistive technology devices and services. EFMP enrollment information enables Navy detailers to proactively consider a family member's special need requirements during the assignment process and to pinpoint the assignment to a location with appropriate resources that address the special needs. Successful implementation requires up-to-date enrollment information and extensive coordination among the personnel, medical, and educational communities.

PARENT INVOLVEMENT

Parents are the most important people in a child's world. They are also their child's first and primary teachers. Research confirms that the most effective Child and Youth Programs are those, which involve

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parents in meaningful ways. The CYP staff has made a strong commitment to the care and enrichment of your child. In turn we encourage you to make a commitment to achieve a positive partnership with the staff. A strong partnership provides a support system, which benefits everyone, involved – the children, parents, CYP staff, and the child development program as a whole. Ideally this should be a balanced relationship of mutual respect, accounting for your needs, the children's needs, and the needs of the staff. Parents are encouraged to get acquainted with their child's CYP Professionals. All staff members are eager to discuss their programs with you. At the same time, the staff can learn about your child's/youths interests and development. Parent orientation sessions will be at registration. **Parents are encouraged to drop in and visit the program anytime!**

Benefits of Parent Involvement

An effective program for children can only be achieved when there is shared consideration and cooperation between the parents and the CYP staff. Open communication and active involvement by parents with the CYP program supports the bond between parent and child as well as the bond between the child and the staff. In turn, these positive relationships have a direct impact on the child's enjoyment in the program. An effective partnership begins with mutual respect and trust. Each party brings something important to the relationship. The CYP staff brings knowledge of child and youth development, recreation and program planning. They observe how each child interacts with peers, adults, and the environment. Each staff member has values and beliefs that underlie the program they plan and implement. All this information should be shared with parents. In turn, parents bring specialized knowledge and experiences to the partnership. They have dreams and expectations that must be considered and respected. Below are suggestions for becoming involved and being supportive:

- Communicate and share information with the staff regularly to provide continuity between home, school and the program to avoid future problems.
- You have the right to know such things as day-to-day experiences of your child in the program, health and behavior, child's current interests and plans for upcoming events.
- Devote time to develop trust and open communication between parents and CYP staff. Read the notes and newsletters posted as well as menus, schedules occasionally have telephone conversation.
- Where there is opportunity for longer discussion. Problems should be discussed with sensitivity and cooperation emphasized in working towards common goal.
- The CYP staff can also help make use of community resources to meet your needs.
- Feel welcome to visit the CYP program to participate in activities when able.
- Children feel very important when parents are involved. Take part in helping with activities, providing materials, assisting on field trips or sharing some of own interests and talents. Always feel free to discuss suggestions for change with the staff.
- Attend the Child and Youth Program Parent Involvement Board (PIB) meetings. The PIB Board is comprised of representatives from NSA Naples commands/departments, Child Development Program, subject experts and most important, CDC, SAC, and Youth parents. It is a forum for not only discussing developmental program issues, but for planning a formal program of parent involvement. Meetings are held on a quarterly basis. Flyers will be posted on the facility bulletin boards to inform parents of meetings information. Please contact the facility director for more information.
- Parent conferences shall be held through out the year as needed to meet the needs of the individual child/youth. CYP staff shall provide a written assessment specific to each child's growth and development. Conference documentation must be maintained and available in the child's portfolio. At a minimum, the parent conferences shall be offered at the following periods:

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- CDC - Parent conferences are offered twice a year.
- CDH - Parent conferences are offered once a year.
- SAC - Parent conferences are offered as needed.

ADMINISTRATION

Authorized Patrons

- Active Duty military personnel
- DoD Civilians
- Reservists in a drill or training status
- DoD Contractors

Eligibility for Full Time Services (CDC and School Age Care)

Child and Youth Programs are available to all family member ages six weeks through twelve years from the following categories:

- ✓ Priority 1 – Active duty single parents with custody & active duty dual military parents. Wounded Warriors, Fallen Warriors, and Individual Augmentees shall receive priority in this group. Active duty includes all services, Coast Guard, reservist on active duty and reservist in training.
- ✓ Priority 2 – All other active duty with a full-time working spouse or spouse who is full-time student with documentation. Spouses who are unemployed, but seeking employment may be included in this priority however they must show proof of employment within 90 days of placement.
- ✓ Priority 3 – DOD civilian personnel, single or with a working spouse.
- ✓ Priority 4 – DOD civilian personnel with a full time working spouse or a spouse who is full time student with documentation.
- ✓ Priority 5 – Active Duty and DOD civilians with a spouse looking for employment (90 day)
- ✓ Priority 6 – Reservist on Active Duty Priority.
- ✓ Priority 7 – DOD Contractors, single or with a working spouse.

Priorities must be published and available to all patrons. Priority for care will be the same for CDC, SAC and CDH within the installation/region. Once a child is enrolled they maintain the highest priority to move to the next age group.

Waiting List and Referral Services

If there is no immediate room available in your child's full time program then he/she will be placed on a waiting list until care becomes available. Your place on this waiting list will vary, depending on what your Priority for Care status is. In the case that a room is not at full capacity, and there is no waiting list, children of non-working spouses will be accepted on a temporary basis only, until there is a need for care of a child in a higher. A conditional status agreement will be required for these types of appointed spaces. Removal from care to meet a Priority for care will be done with a 90 day notice and in the reverse order of usage.

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Registration & Admittance Forms

All parents and/or sponsors are required to submit the following information **prior** to admittance of their child to any of the CYP programs (**Sponsor** must sign contract):

- ❖ **Family Care Plan for all dual and single active duty parents**
(a 30 day waiver may be given on a case by case basis) (CDC/SAC).
- ❖ Proof of income (LES for military, W2 or pay stub for civilian) (CDC/SAC only)
- ❖ Personal data and I.D. card
- ❖ Current record of immunization for each child (CDC only)
- ❖ Emergency release for medical care
- ❖ **A minimum of two local** emergency contact person **other** than spouse
- ❖ Child's passport or birth certificate.
- ❖ Applicable registration forms program specific (i.e. permission slips, photograph release)
- ❖ Fees – See fee letter
- ❖ **All registration forms must be annually updated by sponsor.**

Fees & Payment Policies

Section 1793 (a) of Title 10, United States Code requires the Department of Defense (DoD) to prescribe uniform fee regulations for all CYP Programs. Fees are based on Total Family Income (TFI) and shall apply to all children who attend regularly scheduled CYP programs. Total Family Income is defined as “all income including wages, salaries, tips, long term disability benefits, voluntary salary deferrals quarter allowances and subsistence received by military member and spouse, pay for service in a combat zone or anything else of value even if not taxable, that is received for providing services.” Sponsors must come to the Center and update their “Total Family Income” data when there is a major change in family income. (i.e. spouse becoming employed) Fee ranges are reviewed and set annually by Naval Personnel Command. At least thirty days notice is provided when a fee change is scheduled.

The Child and Youth Staff will assist you in completing the “Application for Department of Defense Child Development Center Fees”. This verification process is voluntary and establishes your eligibility to receive discounted fees.

- **Child Care Fees:** The Department of Defense establishes fee ranges for all military child development programs. They have been revised to account primarily for inflation and increased incomes. To account for these trends, income ranges by category **have increased by five percent and three new income categories have been added.** These revisions represent the first adjustments in the fee policy since school year 2004 - 2005. Please note, CNREURAFSW child care fees have been roughly 4% lower than the Navy-wide established fee schedule, this increase will place our region in compliance with mandated DoD policy & guidance.
- **Change to Eligibility and Priority for Care:** Status of the sponsor determines eligibility of child/ren to enroll in the program. Eligible patrons are listed below and are provided in priority order for programs that have a waiting list:
 - 1) Active Duty single parents and active duty dual military. Wounded Warriors, Fallen Warriors, and Individual Augmentees (IA) shall receive priority in this group.
 - 2) All other active duty with a full time working spouse or a spouse who is enrolled as a full time student. Spouses, who are unemployed, but seeking employment, may be included in this priority however they must show proof of employment within 90 days of placement within the CYP. CYP employees may receive priority in this group.
 - 3) DoD Civilian personnel, single or with a working spouse.

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- 4) Full time DoD contractors, single or with a working spouse.
 - 5) If the need for childcare for the above priorities has been met, child care may be supported for other active duty and civilian employees, i.e. those with a non-working spouse. However, if the spouse is unemployed at enrollment or becomes unemployed and the program has a wait list of eligible patrons needing care, the family will be given 90 days to secure new employment to maintain care.
- **SAC Fees:** SAC fees have been adjusted to reflect the number of hours for before and after school care to include transporting the children. SAC programs will not charge additional daily fees for teacher in service days or school closures resulting from weather or unforeseen circumstances. During winter and spring break, fees will be adjusted to reflect full time care. Summer Camp fees will be addressed separately. All meals to include lunch are included in the fee structure.
 - **CDH Fees:** Families who choose to utilize the Child Development Home (CDH) program will receive a 20% discount on full time fees for CDC and SAC care.
 - **Payment Options: All care is paid in advance of service.** We offer parents two payment options for full-time and alternative programs. The first payment option is our monthly plan with full payment due on the first of each month. The second payment option is the military payday plan with payments due on the first and the fifteenth of each month. SAC fees can be paid weekly in advance of service. Select the payment option that is the most convenient for your budget and then inform the center of your choice at the time of verification.
 - **Hourly Rate:** CNIC has increased rates to \$5.00 per hour, or any portion thereof, regardless of TFI category. Parents using hourly child care for the following reasons will continue to be charged \$3.00 per hour: family readiness groups, medical appointments, and Fleet and Family Support program classes.
 - **Multi-Child Discount:** Navy will continue to implement a 20% discount for families in ALL income categories. This policy includes children in **full-time** care with family members in the same and different programs (one child in SAC, one child in CDC, or one in CDH). The discount will apply to the fees of the oldest child.
 - **Vacation Discount:** Vacation discounts are authorized for all Navy CDC and SAC programs. Families may use 2 weeks (10 days) of vacation time per fiscal year for full time care. Vacation time must be taken in weekly increments. Thirty (30) day advance notice is required.
 - **Summer Camp Registration and Discount:** Parents using Summer Camp will have the option to register their child for only the weeks child care is needed. If parents register and pay for the entire camp program, a 50% discount will be reflected on the last week of program fees. Parents utilizing the vacation discount during summer camp are ineligible for this discount.
 - **Navy-Wide Fee Policy:** Copies of the CNIC letter dated 12 August 2010 are available upon request for parents at CDC and SAC.

All fees for childcare must be paid in advance – If payment is not received by the due dates, denial of care may be enforced. Local SOP identifies procedures for hardship waivers and payment plans. Payments can be made with cash, personal check, or credit card. Payments for full time care for CDC and SAC are to be made at the facility between 0600 and 1800, Monday-Friday.

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There are two (2) types of payment plans available for full - time fees and one for SAC Camp Adventure:

- A. **Monthly Payment:** Payment for full time care is due on the first working day of each month but can be made in advance.
- B. **Military Pay Day Payment:** Payment for full-time care is due on the first (1st) and fifteenth (15th) of each month but may be paid in advance.
- C. **SAC Summer Camp Pay Day Payment:** Camp fees are due the Friday before week of enrollment.

Late Pickup Fees

Late fees are charged beginning at (by the center clock) 1800 hours. Contacts will be called when parents are late picking up their child/ren. The late pick up fees of \$1.00 per minute up to \$15.00 will be assessed after the closure of the CYP program to include hourly care. Two staff members must remain with the child at the center. If after fifteen (15) minutes, the child hasn't been picked up, he/she will be placed under the custody of Security or Family Advocacy. Repeated late pick-ups may result in loss of childcare privileges. Receipts will be provided to all patrons upon payment of fees.

Hourly Care

Hourly child care is an important service offered by CYP to support military families who have an occasional need for child care. Any eligible parent requiring care other than full time can use hourly care in the CDC or SAC program. Hourly care spaces are **based on space availability and on a first come, first serve basis**. Families can make reservations up to (30) thirty days in advance. On a regular basis, parents may not use hourly care in excess of the following:

- CDC - 25 hours a week
- SAC Before and After School - 10 hours a week
- SAC Summer Camp - 25 hours a week

Leave & Withdrawal Policy

Children in full-time care (CDC/SAC) are entitled to two (2) weeks annual leave per year. Leave must be taken in one week increments (5 days). These weeks do not carry over from fiscal year to fiscal year. In order to receive the leave discount, parents must notify the CYP Ops Clerk, in writing, at least two (2) weeks prior to beginning their leave. Leave forms are available at the CDC from 0630 -1730 for all full time programs to include CDC and SAC. Parents who fail to properly notify the CYP Ops Clerk will be charged for the entire time of their child's/children's absence at regular fees. This does not apply to emergency or sick leave. We require a written, two-week notice prior to withdrawal of a child from the center. Withdrawal forms are available at the front desk. If a two-week notice is not provided, parents will be responsible for the full fee for the two weeks.

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Temporary Withdrawal for Child(ren) Accompanying Parents on Official TAD/TDY

(a) Parents are responsible for notifying the Child and Youth Programs (CYP) office in writing with as much advance notice as possible that they intend to temporarily withdraw their child(ren) to accompany them on official TAD/TDY. To qualify for a temporary withdrawal, the TAD/TDY must be outside of the commuting distance of the program the child(ren) are regularly enrolled in (greater than 30 miles). This temporary disenrollment program only applies to full-day or full-time before and after-school care in Navy operated Child Development Centers, School-Age Care Programs and subsidized Child Development Homes (home care providers must voluntarily agree to participate in this program and shall be provided the Navy subsidy during the TAD/TDY period once approved by the Child Development Home Director or designated personnel).

b) The temporary withdrawal period may not exceed the period on the official TAD/TDY orders. If the TAD/TDY orders exceed 90 days then approval to participate in this policy must be granted by the installation Commanding Officer (or designee) where the child(ren) are regularly enrolled. During this period, parent fees where the child(ren) are enrolled in full-day/full-time care shall be waived for the TAD/TDY period up to the amount of child care expenses incurred from a commercial or military operated child care program at the TAD/TDY location. Parent fees will only be waived if child care fees are incurred at the TAD/TDY location. The full-day/full-time space where the child is regularly enrolled shall be reserved for the parent at the conclusion of the TAD/TDY period. The reserved space shall be added to the program's Hourly Care Program space inventory.

c) Parents are responsible for providing the CYP where the child(ren) are regularly enrolled with a copy of TAD/TDY orders, copies of evidence of transportation costs associated with child(ren) accompanying them, and applicable child care fee receipts during TAD/TDY period. Failure to provide documentation will result in parents being required to pay parent fees during the period of the temporary withdrawal or result in permanent withdrawal from the program.

d) Upon notification from parents who choose to utilize this program, the CYP where the child(ren) is regularly enrolled shall make every effort to accommodate the parent at the TAD/TDY location in another Navy CYP. This includes: 1) contacting the Navy CYP at the TAD/TDY location and reserving a Hourly Care Program space if available during the period; 2) providing necessary child files to the Navy CYP at the TAD/TDY location; etc. The CYP at the TAD/TDY location shall not require the parent to complete any additional registration information if already available on file at the CYP where the child is regularly enrolled except for local emergency contact information at the TAD/TDY location. At the TAD/TDY location, if available, Hourly Care Program spaces may be taken in advance of the 30 day reservation limitation for this program. If parents are offered a viable CYP space at the TAD/TDY location and they decline they forfeit their eligibility for this program and are responsible for their parent fee agreement where the child(ren) are regularly enrolled during the TAD/TDY period. The CYP at the TAD/TDY location shall charge parent fees at the same full day rate as the parent agreement where the child is regularly enrolled.

Emergency Leave/MEDEVAC Leave

If a child leaves with his/her parents on emergency leave or a family member is placed in a MEDEVAC status, a parent must bring a copy of the Red Cross notice or MEDEVAC leave orders to the center before leaving the area. This will hold the space for up to two weeks at no charge while on a MEDEVAC status. Vacation time will not be charged. If a child's absence is due to a single parent's TAD orders or deployment, and the child accompanies the parent and is placed in a childcare center at the TAD

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location, no fee will be charged during this time nor will it be charged against vacation time. A copy of TAD orders must be submitted.

QUALITY ASSURANCE/INSPECTIONS

The Child and Youth Program have four (4) mandated inspections a year. Three (3) inspections shall be conducted locally and the fourth by higher headquarter personnel. They are as follows:

1. One annual, unannounced local inspection conducted by a multi-disciplinary team appointed by the commanding officer, headed by the Parent Advisory Board Chairperson.
2. On annual, unannounced, inspection conducted by the Command Navy Installation Command (N912).
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.

Monthly inspections are conducted by fire/safety and health/sanitation. Daily inspections of the CYP building and playground are conducted by CYP Professionals to identify health, safety and fire deficiencies. The CYP will complete necessary report or procedures to remedy the situation.

PATRON SATISFACTION AND CONCERN PROCEDURES

Customer satisfaction is a major goal for the Child and Youth Program. Any concerns or questions will be handled on a case by case basis. Concerns regarding children can be addressed to any staff member or CYP Professional. If there is a concern about a staff member please contact the Training and Curriculum Specialist, the facility Director or the Child and Youth Program Director. Parent involvement is a key indicator of quality in any Child and Youth Program. Thank you for taking the time to read this Parent Handbook. Please contact the appropriate program office extension if you have any questions about any of the policies or procedures.

How the CYP Staff Can Help

A strong partnership with the CYP Program “team” is important for your child’s development. We want you to gain a good understanding of our overall operations and program, therefore you can count on the CYP staff to assist and encourage you to participate in this.

Occasionally, the CYP Program conducts customer satisfaction surveys to assess the quality of service in our program. Please take the time to complete these written or telephone surveys and make suggestions for improvement. CYP staff can arrange conferences to help parents and providers interpret policies and regulations, understand developmental issues or discuss other issues. We are committed to providing every child/youth with the best possible care and opportunities. Directors are available to meet with parents to listen to your concerns, suggestions and “praise” for a staff member’s job well done.

Welcome!



ACKNOWLEDGEMENT OF RECEIPT
OF THE CYP PARENT HANDBOOK

I have received a copy of the CYP Program Parent Handbook. I realize that I am responsible for reading the policies and procedures.

Signature of Parent/Guardian

Date