

# Child and Youth Program

## Parent Handbook

(Revised February 2022)



Defense Logistics Agency  
**CHILD AND YOUTH PROGRAM**  
*caring hands. happy hearts.*

DEFENSE LOGISTICS AGENCY  
SUSQUEHANNA  
Child & Youth Program  
Bldg. 255 J Avenue  
New Cumberland, PA 17070

Dear Parent(s):

Welcome to the Defense Logistics Agency Child & Youth Program (CYP). Our goal is to provide you with the best in childcare and recreation. This handbook is designed to acquaint you with the policies and procedures for the program in which you have enrolled your child. Please read and refer to it as needed.

CYP encompasses all aspects of childcare and provides high quality developmental and recreational programs for children ages six weeks through 5<sup>th</sup> Grade. These programs include center based full day care, hourly care, before and after school programming and summer camp programs. All our programs are designed to assist active duty and DoD personnel in balancing the competing demands of family life and the accomplishment of the mission, and to improve the economic viability of the family unit.

We have an open-door policy and invite you to visit our programs any time. Feel free to contact us concerning how we can improve or expand our services.

We look forward to working with you and your family and hope that your experience with our programs will be positive and rewarding.

Tim F. Cook  
Coordinator,  
Child & Youth Program

## MISSION STATEMENT

DLA Susquehanna Child & Youth Program (CYP) supports military readiness by contributing to the wellbeing of families with children through quality, affordable childcare in center-based settings. All programs are developmentally appropriate and designed to provide for the social, emotional, physical, and cognitive growth of children regardless of age. Our goal is to reduce the conflict between parental responsibility and mission requirements. CYP is offered as a supplement to, not substitute for, the family as the primary agent for the care and development of the child. Admission is open to all regardless of race, color, national origin, sex, age, or disability.

CYP is a network of childcare programs comprised of the following:

### Child Development Program

- Ages 6 weeks – PreK
- Monday – Friday 5:45 am – 5:15 pm

### School Age Program

- Before and After School Care for children Kindergarten – 5<sup>th</sup> Grade
- Summer Camp for children who have completed Kindergarten – 5<sup>th</sup> Grade
- In-Service and Holiday care (Kindergarten – 5<sup>th</sup> Grade)
- Monday – Friday 5:45 am – 5:15 pm

### Central Registration

- Located in the Child Development Center, Bldg. 255

## **POINTS OF CONTACT**

CYS Coordinator	717-770-7669
Central Registration	717-770-7360
Front Desk	717-770-7360
CYP Assistant Director	717-770-4746/5897
CYP Nurse	717-770-4236

The Child & Youth Program utilize the Remind app for providing information on the programs offered, special activities/events, hours of operation, etc., within our programs. This service also serves as a notification system during times that programs are closed or delayed due to emergencies or adverse weather. Please see an Administrator for instructions on signing up for the Remind app.

## **CHILD & YOUTH SERVICES PHILOSOPHY**

Child & Youth Program (CYP) is fully committed to providing the highest level of quality childcare and recreational activities for children ages 6 weeks through 5<sup>th</sup> grade. CYP strongly believes quality programs promote a safe and nurturing environment that enhances the social, emotional, physical, language and cognitive development of all participants while responding to the diverse needs of the military and DoD families in our community.

## **CHILDREN SIX WEEKS THROUGH 5 YEARS OF AGE:**

Children's learning does not occur in a narrowly defined subject areas, but rather with realistic meaning and understanding of the world they are exposed to. Curriculum goals and plans are based on regular assessments of each child's developmental needs, strengths and interests while respecting the diversity of each child's culture, family values and community perspectives.

Child & Youth Program (CYP) classroom staff offer activity centers/learning areas that allow children the opportunity to explore, create, imagine, and experience their environment. Caregivers are readily available to facilitate learning and provide nurturing encouragement to each child. Individual activities are child-centered, process-oriented, provide concrete, hands-on experiences and are designed to promote further development and prepare your child for the next level of learning.

## **SCHOOL AGE PROGRAM:**

Programs are designed to provide activities for youth members from Kindergarten through 5<sup>th</sup> grade. Crafts, games, food experiences, homework assistance, and field trips are a brief example of the activities your child will encounter. All programming is developed with consideration of the desires of the participants and with respect to the cultural diversity and familial values of each member.

CYP promotes the belief that all children are winners, all children can learn, and self-esteem and respect for others is continually fostered.

## **INTRODUCTION**

### **PROGRAM GOAL**

Our goal is to provide a safe and nurturing environment that promotes the physical, social, emotional, and cognitive development of children while responding to the needs of families.

### **OPEN DOOR POLICY**

CYP has an open-door policy. Parents are encouraged to visit, observe, and participate in any program in which their child is enrolled. Communication between parents, teachers and staff is vital to the well-being of your child.

### **PARENT ORIENTATION/TOURS**

Prospective patrons may visit CYP for a tour and orientation. Parents are encouraged to phone the center for an appointment to ensure adequate time and staffing escorts are available. Escorts are necessary to ensure protection for the children enrolled in the programs. Tours are scheduled on Tuesday between 9:00 – 11:30 am, 2:00 – 4:00 pm, or Thursdays between 12:00 – 3:00 pm.

### **OVERSIGHT**

Child and Youth Program is governed by Defense Logistics Agency, IMCOM Regulation 608-10-1, local sanitation, safety and fire regulations and food service guidelines provided by the USDA sponsored Child and Adult Care Food Program.

Monthly/Quarterly inspections are conducted by the Preventive Medicine Unit from Carlisle Barracks/Ft. Meade, DLA Installation Management Safety, and the DLA Susquehanna Fire Department. In addition, there are annual Comprehensive, Multidisciplinary and DLA Headquarters Inspections.

## DESCRIPTION OF SERVICES

### **CENTRAL REGISTRATION (717-770-7360)**

Located in the CDC, Bldg. 255, Central Registration serves as a “one stop” shop for meeting your childcare needs. This office provides on-site childcare information, registration appointments and offers assistance in locating childcare off the installation. The waiting list for all programs is accessed through MilitaryChildCare.com.

### **CHILD DEVELOPMENT PROGRAM (717-770-7360)**

The Child Development Center (CDC) offers the following programs:

**\*FULL DAY CHILDCARE:** Full day childcare is available for children six weeks to five years of age. The Child Development Program hours are 5:45 am – 5:15 pm, Monday thru Friday.

**\*HOURLY CHILDCARE:** Hourly childcare services are available daily for children one to five years of age. Services are offered on a space available basis.

**\*SPECIAL FUNCTION CHILDCARE:** Units and organizations aboard DLA Susquehanna may request childcare services for special events/functions, etc. To set up special function childcare, contact the Program Coordinator. The following options are available:

*\*Short Term Alternative Child Care (STACC): Childcare provided after hours at the Child Development Center or at an approved on-site location when parents are in participating in an event at the same location. (Providing STACC services during CDC hours of operation is contingent upon availability of staff)*

*\*Special Function Child Care: Childcare contracted by a unit/organization that is provided within the Child Development Center after the normal hours of operation.*

The Child Development Center contracts directly with units/organizations/squadrons, etc., for special function childcare. All staffing costs incurred will be billed to the unit/organization.

## **SCHOOL AGE PROGRAM (717-770-7360)**

**SCHOOL AGE CARE:** The School Age Program (SAP) is for children grades K-5. This program provides care before school beginning at 5:45 am, after school until 5:15 pm and on school breaks. Children can be dropped off in the morning and the bus will take them to school. The bus will bring them back in the afternoon until their parents pick them up. (Bus transportation is only provided for Hillside Elementary and St. Theresa's Schools).

**SUMMER CAMP:** Summer Camp occurs when school is dismissed for summer break. This program is for children grades K-5. (Child must have already completed Kindergarten to be eligible). Summer Camp operates Monday – Friday 5:45 am – 5:15 pm. Camp sign up is done through [MilitaryChildCare.com](http://MilitaryChildCare.com).

**BOYS AND GIRLS CLUB PROGRAMMING:** The School Age Program is an affiliate of the Boys and Girls Clubs of America. For more details of the Boys and Girls Club programming offered visit [www.bgca.org](http://www.bgca.org)

## **SPECIAL NEEDS**

CYP promotes the placement of children with special needs in an appropriate, least restrictive environment. To ensure the child is placed in an environment in which he/she can succeed, the CYP Coordinator will call a meeting of the Inclusion Action Team (IAT) prior to placing a child with special needs. This team will meet with the parents, staff and other professionals designated by the parents or staff to define the specific needs and determine placement and ways to meet those needs.

Needs requiring review include: medical diagnoses, developmental delays, allergies, and other health impairments listed on the health assessment by their physician. The two exceptions are medications and seasonal allergies. While these should be listed on the health assessment, they do not necessarily require an IAT meeting.



## **ELIGIBILITY/REGISTRATION**

### **PATRON ELIGIBILITY**

The status of the sponsor determines the eligibility of children enrolled. Eligible patrons (sponsors) include military personnel, DoD civilian personnel, and reservists on active duty.

### **REGISTRATION DOCUMENTS**

Families requesting childcare services meet with Central Registration to discuss their specific needs and available program options. Central Registration is available by appointment only. Families must provide the following:

- Completed registration package
- Signed fee policy (DD2652)
- Family care plan, if single or dual military
- Up to date immunizations record
- Health assessment (within one calendar year)
- LES/pay stubs or college schedule reflecting total family income
- Two local emergency contacts other than parent/partner

NOTES: Either parent may register their child(ren), however, SPONSOR must sign forms to complete registration.

### **REGISTRATION/ANNUAL UPDATES**

Registration/Annual Updates require an updated Emergency Contact form, Health Screening Tool and Liability Waiver. Health assessments are good for a 3-year period and only require signature updates unless health status has changed. Registration updates require a desk-side appointment with Central Registration.

### **WAITING LIST**

A wait list will be maintained to fill spaces in both programs. To be placed on the waiting list visit [MilitaryChildCare.com](http://MilitaryChildCare.com). A priority placement system has been established that is supportive of operational readiness, mission accomplishment and

retention. Vacancies will be filled from the waiting list based on the following placement system:

\*Once an available space has been offered, the sponsor will have 24 hours to accept or decline the space on MCC. After accepting the space, the sponsor will have 24 hours to pay the applicable nonrefundable registration deposit.

\*Expectant parents may place their unborn child on the waiting list. **PLACING AN UNBORN CHILD ON THE WAITING LIST IS HIGHLY RECOMMENDED** but does not guarantee a space will be available when care is needed.

When there is no waiting list, vacancies are filled on a first come, first served basis by priority and age group.

### **ADMISSION REQUIREMENTS**

All parents must complete an enrollment package and provide a copy of their child's immunization record and current health assessment to register their child in the CYP. Packets may be picked up or filled out online in advance.

Single and dual active duty military parents must furnish a copy of the individual **Family Care Plan** at the time of registration. A Special Power of Attorney may be provided for families with deployed service members.

### **FEES AND CHARGES**

- 1) Registration Deposit- A nonrefundable, one-time registration deposit per child is due upon accepting a space in CYP. This deposit will be subsequently credited toward payment of the first bi-weekly fee billing. Upon payment of the deposit, the sponsor is provided with the registration package and Parent Handbook. Sponsors have two weeks to complete the registration process and begin care or start paying for the space. Once all applicable documents have been turned in, the sponsor's child(ren) is/are considered enrolled in the applicable program for the registration year. The sponsor is responsible for adhering to the guidelines outlined in the policy.
- 2) Total Family Income - As mandated by DOD regulations, fees are based upon total family income, using the sponsor's most recent Leave and Earning Statement (LES) and the spouse/partner's most recent LES, W-2 form or pay stub (all active

duty must present their most recent LES). In order to provide consistency in programming among all our activities, a **“family”** is defined as the following, **“a group of related or non-related individuals, who are not residents of an institution or boarding house, but who are living as an economic unit.”**

- 3) Fee Payment – As outlined in the payment policy, fees are due in advance of services according to the following: Full-time fees to include CDC and Before & After School are due on the 1<sup>st</sup> and 15<sup>th</sup> of each month by 5:15 pm. There is a 5 working day grace period for payment of full-time fees before late fees are assessed. Hourly childcare fees are due at drop-off the day services are rendered. Services will be denied for non-payment of fees.
- 4) Meals and Snacks – Fees are inclusive of all meals and snacks provided.
- 5) Holidays, Program Closures, Vacations, and Illness – Full-time CDC patrons are authorized 2 or 4 fee free vacations weeks after being enrolled in the program for 3 months. The amount of vacation weeks is picked by the patron during initial and annual re-registrations. The vacation week must be taken over 5 consecutive days, running Monday – Friday, and taken during the same work week. Vacation may be taken in conjunction with termination/ disenrollment. Fees will not be prorated for holidays, early closure days, training day closures, base closure, additional vacation days, illness, or emergencies. Vacation credits must be requested 1 week in advance and cannot be applied retroactively.
- 6) Fee Categories and Subsidies – Parents are assigned a fee category, according to a sliding scale based on their income, at the time of enrollment. All fee categories are subsidized by the Department of Defense (DoD). Fees are re-evaluated and adjustments made annually in accordance with DoD guidance. This is the only time that fees are evaluated.
- 7) Fee Adjustments – Military installations are not obligated to adjust patron’s fees during the year as a result of changes in family income. However, if you feel that your childcare fees should be re-evaluated due to a permanent change in family income, you may submit a written request with supporting documentation to a center Assistant Director requesting an adjustment in fees (this is no guarantee). *Your request and documentation will be forwarded to the CYP Coordinator for processing and determination.* Parents who are gainfully employed will be required to show proof of employment bi-annually and those who are full time students will be required to show proof of full-time status each semester. Spouses, who are no longer employed or a full-time student, have 90 days to provide proof

of employment or a college registration form showing full time enrollment status. Families not providing proof may be disenrolled from the program. Those opting to add their child(ren) to the waiting list will follow the procedures above for “Waiting List”. Patrons will not receive a refund when the center is closed for emergencies, environmental or facility-related issues, or for days of staff training.

8) Late Payment Policy – If program fees are not paid on time, a late fee of \$10.00 will be charged to your account. Additionally, if arrangements have not been made with the Assistant Director to bring a delinquent account up to date, childcare services will be terminated. Please ensure that your account is kept current to avoid additional charges. Remember, fees are due whether your child is in attendance or not. Services will be denied the 6<sup>th</sup> business day if there is a remaining balance on the account and may be reinstated when the account is brought current.

9) Late Pick-Up Fees and Procedures – Please ensure that you are aware of the opening and closing times of the program in which your child is enrolled. Parents who pick their children up after the program closing times will be charged a late fee as follows:

CYP has a late pick up fee of \$1.00 per minute up to 15 minutes per family per site regardless of the number of children in care at that site. When the family is later than 15 minutes, the family is charged an additional \$7.00 per child, per site for the remainder of the hour. Late fees are due prior to dropping off your child(ren) the following business day.

If a child is left more than 30 minutes after closing, the Installation Security Office will be contacted for assistance in locating the parents. This policy also applies to hourly care patrons.

10) Summer Camp Fees – Camp is billed on a weekly basis and patrons will be billed for all weeks requested as part of their request for care on MilitaryChildCare.com. Payments are due on Monday of the week prior and required for acceptance into care for the following week. Credits will not be given if a child does not attend a week they requested, accepted, and did not attend.

## **OPERATIONAL POLICIES**

### **ORGANIZATIONAL STRUCTURE**

Child and Youth Program is part of DLA Installation Management Susquehanna. If at any time you have a question or concern, please bring it to our attention. We adhere to the philosophy that problems should be resolved, and suggestions reviewed, at the lowest level possible. So that we can expeditiously address your concerns and recommendations for improvement, please follow the chain of command listed below:

- 1) Caregiver/Program Assistant/Classroom Lead
- 2) Supervisory Program Specialist
- 3) Center Assistant Director – 717-770-7360
- 4) CYP Coordinator – 717-770-7669

### **STAFF/CHILD RATIOS**

DoD mandated staff to child ratios are maintained at all times to provide adequate supervision and ensure expeditious evacuation of all children in the event of a fire or other emergency. The following staff/child ratios are always in effect in our programs.

STAFF/CHILD RATIOS	
6 WEEKS – 1 YEAR	1:4
1 YEAR – 2 YEARS	1:5
2 YEARS – 3 YEARS	1:7
3 YEARS – 5 YEARS	1:10
SCHOOL AGE – KINDERGARTEN	1:12
SCHOOL AGE – 1 <sup>ST</sup> – 5 <sup>TH</sup> GRADE	1:15

### **DISENROLLMENT**

We respect a parent's right to dis-enroll their child from CYP. One month's written notification is required. We reserve the right to cancel enrollment of a child within the program when a parent does not adhere to policies, including failure to pay user fees. Further, if we cannot meet the individual needs of a child within the group care; we reserve the right to withdraw your child.

### **ARRIVAL AND DEPARTURE/DAILY REQUIREMENTS**

*Sign in/out* – Parents/Escorts must scan children in and out at the front desk, prior to dropping off/picking up children and in the classroom daily. Parents are responsible for the safe arrival to and departure from CYP and will access the facility through the main entrance. Children must be escorted to their room by their parent/escort and parents must leave an emergency contact number where they can be reached during the day. Parents will ensure that anytime they enter or leave a classroom environment, the half door that secures the classroom is closed properly.

For the safety of younger children, we request that older children be dropped off before younger children and the older children be picked up last.

Also, note that children in CYP will **not be allowed** to be **signed in or out during fire drills or emergency situations** before children return to the classroom and all are accounted for.

Parents must inform the center in advance when their child is not going to be in attendance, or a call must be received the day of the absence. If no notification is received, a courtesy call is given any day a child does not arrive for care. A call will not be given if a vacation form has been previously filled out indicating the child will not be attending.

### **EMERGENCY CONTACT**

At the time of registration, parents must list at least two emergency contacts for their child(ren). They must be in the local area and will be contacted only if the program is unable to contact the parent in the event of an emergency, illness, etc.

Persons authorized to pick your child up must be listed as emergency contact on your child's enrollment form and will be required to produce identification before your child is released into their care.

Parents must notify the center each time an alternate pick-up person will be used, giving the center authority to release the child for that day(s). In the event an alternate pick-up person arrives without known consent; the parent will be called for authorization to release. Parents will be responsible to provide contact number updates in the event of

changes.

Please ensure that you update your emergency contact information as needed. If parents are unable to pick up their child and no designated escort is available; the Installations Security Office will be notified.

### **CUSTODY DISPUTES**

CYP staff will not become involved in custody disputes. Parents who have legal custody of a child must provide a copy of the court order for our files. If the non-custodial parent attempts to take the child from the center, the Installation Security Office and the sponsor will be notified. The program will not endanger the other children or staff members to prevent the parent from taking the child from the premises.

### **UPDATED INFORMATION**

Parents/guardians are responsible for keeping their child(ren)'s information up to date. Please inform the administrative staff of any changes in address, phone numbers, emergency contacts etc.

### **COMMITMENT TO CONFIDENTIALITY**

We appreciate you trusting us to take care of your child(ren). Please know that we respect the information you share and will use that information in a professional manner to meet your child's needs. All information about children, families, and staff shall be kept confidential. Program managers shall be familiar and comply with the Privacy Act. Accordingly, all information about children, families and staff will be kept under lock and key. Access to children's files will be granted only to CYP staff, medical personnel as needed, and individuals assigned as part of our required inspections. Due to CYP staff being mandated child abuse reporters, pertinent information may be required to be shared with state Child & Youth agencies in the event an allegation, without parental consent.

### **FIREARMS**

Firearms are strictly prohibited from being brought into the CYP facility except for official business being performed by the installation authorized law enforcement agency.

### **COMPLAINT PROCEDURES**

Any concerns, comments, or suggestions for improvement should be brought to the attention of the appropriate Assistant Director/Coordinator to ensure expeditious resolution. We welcome parent input and encourage communication and feedback. We have a commitment to continuous improvement of the services we provide.

## **DEVELOPMENTAL PROGRAM**

## **PROGRAM STATEMENT**

The early years are truly the learning years. Every moment is an opportunity to learn more about the world, practice social skills and gain critical thinking skills and knowledge. The early years lay the foundation for all later learning and shape whether children succeed in school and later life. If we care about our children, then we must ensure that all young children enjoy an early childhood that prepares them to take full advantage of their educational opportunities and to become effective citizens, capable workers, and loving parents of the next generation. Programs provide for a wide range of developmental interests and abilities. Adults provide opportunities for children to choose from a variety of activities, materials and equipment and time to explore through active involvement.

## **CURRICULUM**

Children are born natural learners whose curiosity about the world around them motivates them to acquire knowledge and develop skills. Children are learning and exploring their environment every minute of the day. Play, whether at home or in a group care setting, becomes the means through which education occurs. Through play, children develop a foundation of skills needed to participate in formal academic learning. Our program is designed to promote child-initiated learning with hands-on experiences that encourage responsibility, decision-making, problem solving, self-reliance, the building of self-esteem and respect for another person's ideas, cultural values, and interests.

CYP implements the Early Learning Matters (ELM) curriculum for our children who are 6 weeks to 5 years of age. It is a comprehensive, research-informed curriculum which presents skills to learn in a sequential and logical order. The curriculum promotes a balance of teacher-guided activities with child-initiated activities. The infant/toddler section is divided into 25 two-week blocks of instruction in the Communication/Language, Cognitive, Self-Regulation, Social/Emotional and Physical/Health domains. The preschool section is divided into 50 weeks of instruction in the Language and Literacy, Mathematics, Creative, Social Studies, Science, Self-Regulation, Social/Emotional and Physical/Health domains. The preschool sections include four 15-minute periods of teacher instruction throughout the day. Parents will receive family resources and "What We Are Learning" communications via the Remind app on a routine basis.

Each classroom is designed to meet the needs of the age and developmental level of the children enrolled while respecting each child's unique style of learning. A variety of multi-cultural, non-sexist toys, equipment and activities are available, that will promote interaction between the children and the world around them. Teachers facilitate learning by guiding children to an activity/learning center and encouraging participation.



Teachers prepare lesson plans based on the interests of the children and the established goals. The child can make choices when selecting an activity, thus learning valuable life lessons that will have long lasting effects. Learning centers generally consist of the following area: science, blocks, music, art, books, tabletop toys, sand/water table, dramatic play, and, in some age groups, computers.

Our School-Age program uses the Boys and Girls Club of America (BGCA) philosophy and framework for our curriculum. BGCA implements a formula for impact for its clubs and members: Young People Who Need Us Most + Outcome Driven Club Experiences = Priority Outcomes. Our Outcome Driven Club Experiences include high yield activities, targeted programs, and regular attendance. These experiences are divided into 5 service areas: Sports, Fitness and Health; Life Skills, Citizenship and Leadership; Art, Recreation and Leisure; and Academic Support, Mentoring and Intervention. All of these add up to the Priority Outcome of Academic Success, Good Character and Citizenship, and a Healthy Lifestyle.

### **DEVELOPMENTAL ASSESSMENTS**

Each child is assigned a primary caregiver when they are assigned to a classroom. The caregiver assesses growth using a list of developmentally sequenced behaviors in different skill areas. Children ages 6 weeks – 2 years have five development areas: social-emotional, self-regulation, communication/language, cognitive and physical/health. Children ages 3 – 5 years have eight development areas: Cognitive, language and literacy, physical/health, social-emotional, math, social studies, self-regulation, and science. Using checklists and knowledge of the children's interests, the caregivers develop activity plans that will promote individual growth and development. Parent conferences will be scheduled on a semi-annual basis to discuss these assessments. However, conferences may be scheduled at any time at the request of the parent or caregiver.

### **CLASSROOM PLACEMENT/TRANSITIONING TO A NEW CLASSROOM**

As a rule, children will be placed in the CDC according to their chronological age and will move to the next classroom when center moves occur. However, since children develop at different rates, the CDC staff may recommend that children stay in a classroom longer or move to the next age group earlier than the group, depending upon their developmental readiness. When it is time for a child to move to a new classroom, parents will be given the option of moving their child with or without a transition period. Children will be placed in classrooms based on where spaces are available.

## **PERSONAL BELONGINGS**

**\*Clothing:** Parents should make sure that children are dressed in clothes that are appropriate for the weather and durable for play both indoors and outdoors. To prevent injuries, sandals are discouraged, and open toe/flip flop/thong type sandals are not permitted. Children wearing open toe shoes will not be accepted for care. Rubber soled shoes are most effective for young children when climbing on playground equipment or participating in gross motor activities. Shoes are required for mobile infants.

A complete change of seasonably appropriate clothes for each child must be kept at the center for emergencies. Additional sets of clothes may be requested for infants, pre-toddlers, toddlers and for children who are potty training. Spare shoes are recommended. Soiled clothing will be sent home and the parent will be responsible for returning a clean change of clothes. Should all available clothing be soiled, the parents will be contacted to bring additional clothing. Precautions will be taken to safeguard clothing and/or personal belongings; however, the center will not be responsible for lost or damaged items.

**\*Diapers/Wipes:** Only disposable diapers are permitted in CYP. Parents are required to leave a supply of diapers at the center. Children will need enough diapers and wipes to cover one diaper change per hour that the child is in the center, due to staff checking children for signs that diapers or pull-ups are wet or contain feces at least every hour when children are awake and when children awaken from naps. As a courtesy, staff members remind parents when they need to supply more diapers and/or wipes, however, it is the parent's responsibility to check daily to ensure that they have enough.

**\*Jewelry/Hair Accessories:** Please do not allow your child to wear jewelry. Jewelry can be easily lost and can be a safety issue. Jewelry includes items such as beads, bracelets, watches, necklaces, and earrings (except for small posts for pierced ears). Under no circumstances may children wear hoop-style earrings or necklaces due to the likelihood of getting them caught on playground equipment, furniture, clothing, etc. Hair bands, bows, barrettes, etc. are prohibited in the infant rooms.

**\*Items from home:** Food, drinks, toys, and other items from home may not be brought into the center. This policy ensures that items are not lost, misplaced or cause injury to others. This does not include security items such as a small blanket that a child may need for comfort at naptime or items that are part of a learning activity in your child's classroom. Please monitor your children to ensure that they do not bring prohibited items.

## **OUTDOOR PLAY**

Your child's experiences on the playground are an important part of our program and his/her development. We view the playground as an extension of the activity room. It combines opportunities for exploration, creativity, and play. We allow children to be outside each day, weather permitting. Please send children dressed appropriately for outside play. Due to staffing demands, we are unable to allow children to stay inside while their group is outside. If your child is too ill to participate in the daily schedule of activities, which includes outdoor play, he/she should remain at home.

The provided Child Care Weather Watch chart is used for assessing outdoor conditions:

- When appropriate, children will have the opportunity to play in shaded areas.
- On sunny days, parents should provide children with sun protective clothing and skin protection
- Parents will provide non-aerosol sunscreen protection (not containing DEET)
- Parents must apply skin protection (either sunscreen or sun block with UVB or UVA protection of SPF 15 or higher) first, then staff will reapply prior to outside play in the afternoon.
- Sunscreen will be applied only with written permission on the Basic Care Form
- When public health authorities recommend the use of insect repellents due to high-risk of insect-borne disease, only repellents containing DEET are used, and these are applied only on children older than two months no more than once a day and with written parental permission.
- During winter months, children will go outdoors daily for short periods based on weather conditions.

## Understand the Weather

### Wind-Chill



- 30° is **chilly** and generally uncomfortable
- 15° to 30° is **cold**
- 0° to 15° is **very cold**
- -20° to 0° is **bitter cold** with significant risk of **frostbite**
- -20° to -60° is **extremely cold** and **frostbite** is likely
- -60° is **frigid** and exposed **skin will freeze** in 1 minute

### Heat Index



- 80° or below is considered **comfortable**
- 90° beginning to feel **uncomfortable**
- 100° **uncomfortable** and may be **hazardous**
- 110° considered **dangerous**

All temperatures are in degrees Fahrenheit

## Child Care Weather Watch

Wind-Chill Factor Chart (in Fahrenheit)										
Wind Speed in mph										
Air Temperature		Calm	5	10	15	20	25	30	35	40
	40	40	36	34	32	30	29	28	28	27
	30	30	25	21	19	17	16	15	14	13
	20	20	13	9	6	4	3	1	0	-1
	10	10	1	-4	-7	-9	-11	-12	-14	-15
	0	0	-11	-16	-19	-22	-24	-26	-27	-29
-10	-10	-22	-28	-32	-35	-37	-39	-41	-43	

	Comfortable for outdoor play		Caution		Danger
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Heat Index Chart (in Fahrenheit %)														
Relative Humidity (Percent)														
Air Temperature (F)		40	45	50	55	60	65	70	75	80	85	90	95	100
	80	80	80	81	81	82	82	83	84	84	85	86	86	87
	84	83	84	85	86	88	89	90	92	94	96	98	100	103
	90	91	93	95	97	100	103	105	109	113	117	122	127	132
	94	97	100	103	106	110	114	119	124	129	135			
	100	109	114	118	124	129	130							
104	119	124	131	137										

## FIELD TRIPS

Occasionally, our program of activities will include field trips. We will notify you in advance of planned field trips. All staff-to-child ratios will be increased to ensure better supervision and safety of the children.

- Parents of children/youth participating in on-base trips will sign a “blanket” permission form with the specific activities listed for each day. Summer Camp and Winter/Spring Break care may include field trips off base that require permission for each specified trip.
- CDC field trips will only be to locations within walking distance. When entering crosswalks, teachers will position themselves to keep all children within the crosswalks until every child has safely crossed the street.

## **TRANSPORTING CHILDREN**

Children making arrivals/departures to/from CYP and Elementary Schools during the program are accompanied by a Program Assistant (with completed National Agency Background Checks). Children are signed into/out of CYP and escorted to the bus when making arrivals/departures from the program during the day. Upon their return, children are escorted from the bus by the Program Assistant into CYP, signed back into the program and escorted to their classroom. In the event a child fails to arrive by his/her established mode of transportation from school, staff will contact the child's parent for verification of the whereabouts of the child. Program Assistants without completed National Agency Background Check are not permitted to escort children alone during the program day. In the event a child misses their transportation, parents will be called to provide transport. At no time will a staff member use their own vehicle to provide transportation.

## **PHOTOGRAPHY**

On occasion, children are videotaped/photographed during daily activities, events, etc. These video tapes/photographs may be used for advertisement and promotion for CYP or may be taken by other parents/staff during parties and special activities. It is the parent's option to allow their child to be videotaped/photographed or not. A liability waiver, which will allow parents to indicate their preference will be made available in the enrollment package.

## **TOILET TRAINING**

We are happy to assist and support parent's toilet training efforts. We will not start toilet training until both the child's parents and caregivers feel the child is ready and after toilet training has been initiated in the home. Children must be able to communicate the need for toileting to their caregivers. Parents should provide several complete changes of clothes, including Pull Ups or underwear that will be changed with each accident while their child is toilet training. Please discuss training techniques with your child's caregiver so that your child can experience continuity of adult expectations in this important milestone.

## **BIRTHDAYS**

Parents are welcome to join in on Birthday celebrations. Birthday celebrations are held on the last Thursday of each month. Cupcakes or cake will be provided by the center. No outside items will be permitted.

## **HOLIDAY CELEBRATIONS**

We view holidays as special times to celebrate and as opportunities to teach the children about different traditions and cultures. We will discuss different holidays in order to help the children understand and gain an appreciation of various traditions and cultures. If you have any ideas, artifacts, etc. related to specific holiday or cultural celebrations, please let us know so these celebrations can be as enriching as possible.

We ask that parents not send in any items for holidays unless it has been requested by your child's caregiver or it is being used as a learning activity.

## **INCIDENT/ACCIDENT FORM**

All accidents/incidents occurring in CYP, whether it is self-inflicted, inflicted by another or the result of an accident, will be recorded on "Serious Events/Incident Report", DLA form 1845. This form will also be filled out for any child who exhibits aggressive behavior. Head injuries, broken bones, injuries requiring emergency medical services (EMS) response, injuries that result in open wounds and breaks in the skin, to include human or animal bites that leave marks will be reported. Both the staff and the parent or guardian will sign the "Serious Events/Incident Report" within 24 hours of the accident/incident. After review and signature by CYP management, the parent/guardian will be provided a copy of the report upon request and the signed report will be placed in the child's file.

A "Monthly Injury Log", DLA Form 1848, will be used to track all accidents/incidents that occur within the CYP or during sponsored activities off-site. The Child and Youth Program Coordinator will review the "Monthly Injury Log" and forward as required.

CYP Management, or designated representative, will immediately notify the parent/guardian of any serious injury (requiring more than First Aid). All accidents that require medical attention will be reported in accordance with the most current Command Critical Incident Reporting (CCIR) requirements, to include monthly forwarding to the Site Safety and Health office with a DLA 1848. In case of a fatality, only the Public Affairs Office will communicate with the media.

## **DESTRUCTIVE WEATHER/DISASTER PLAN**

In the event of destructive weather, the CYP will remain open until directed by the Installation's Commanding Officer to close. During such conditions, parents should maintain close contact with their child's program in preparation for worsening conditions and changes in operational status. For information on openings/closings during destructive/increment weather conditions, call the Installation information line at 717-770-2866 Option 2. A recording will provide information on the status of operations.

In the event of a fire, bomb threat, or other emergency, etc. everyone will be evacuated from the facility and will follow additional instructions provided by responding emergency personnel.

## **COMMITMENT TO COMMUNICATE**

We believe it is our responsibility to communicate with you regarding your child's experiences at the center. Our caregivers are interested in working with you in meeting your child's individual needs. There are a variety of ways that we will communicate with you including daily communications, monthly activity calendar, parent bulletin board, and parent/caregiver conferences. Communication between parents, teachers, and staff is vital to the well-being of your child.

## **PARENTS AS PARTNERS**

We believe that involving parents in activities is important for both you and your child. When parents are involved in the program it strengthens the continuity between a child's experiences at home and the program. There are a variety of ways you can become involved in the center.

**\*Parent Advisory Committee (PAC):** Comprised of parent representatives, this committee provides recommendations to program staff for improving services and program operations. Be a part of the Parent Advisory Committee; ask at our center for more information.

**\*Parent Participation Opportunities:** Parents are encouraged to participate in our program in a variety of ways. Upon enrollment into the program, parents are expected to visit the center for an orientation and tour of the facility and programs. Other opportunities include, but are not limited to conferences, visitation, being a parent volunteer, participation in special events and projects, and daily communication with your child's caregiver. We also strive to involve parents by offering them the opportunity to broaden their knowledge of child development and parenting skills through resources such as lending library, in-service training, parent seminars, and other community activities.

## HEALTH AND MEDICAL

### HEALTH ASSESSMENTS

Upon enrollment and annually thereafter, children are required to have a completed health assessment. Health assessment forms will be provided with your enrollment package.

### HAND WASHING

Hand washing is the single most effective way to prevent the spread of germs. Parents are required to wash their child's hands upon arrival in their classroom each day.

- Children and adults wash their hands:
  - Upon arrival for the day
  - After diapering or using the toilet (use of wet wipes is acceptable for infants)
  - After handling body fluids (e.g., blowing or wiping a nose, coughing on a hand, or touching any mucus, blood, or vomit)
  - Before meals and snacks, before preparing or serving food or after handling any raw good that requires cooking (e.g., meat, eggs, poultry)
  - Before and after playing in water that is shared by two or more people
  - After outdoor play, handling pets or other animals
  - When moving from one group to another
- Adults also wash their hands
  - Before and after feeding a child
  - Before and after administering medication
  - After assisting a child with toileting
  - After handling garbage or cleaning
- Proper hand-washing procedures are followed by adults and children and include:
  - Using liquid soap and running water
  - Rubbing hands vigorously for at least 20 seconds, including back of hands, wrists, between fingers, under and around any jewelry and under fingernails; rinsing well, drying hands with a paper towel, a single-use towel or a dryer, and avoiding touching the faucet with just-washed hands e.g., by using a paper towel to turn off water)

Hand washing sinks are not to be used for bathing and/or removing smeared fecal matter from children.



## **IMMUNIZATION REQUIREMENTS**

Each child before admittance to the CYP must meet immunization requirements to include an annual flu vaccine. Flu vaccines are due yearly by November 15th. Guidance from the Center for Disease Control and American Academy of Pediatrics for the immunization schedule is provided upon registration. For further required immunizations a reminder will be given in advance. Documentation of immunizations must be given to the front desk by the due date or care will be suspended until the appropriate documentation is received.

## **CRITERIA FOR DENIAL OF SERVICE**

Children/youth who appear ill or show visible signs will be denied admission or excluded from care based upon the following symptoms:

- Temperature in excess of 100.5 degrees F axillary (armpit) for children under 3 months or over 101 degrees F for children over 3 months. During flu season (parameters will vary based on PA Department of Health guidance), any child with a temperature over 100 degrees F and with another symptom will be excluded.
- Inability to participate in daily activities
- Illnesses such as
  - Impetigo – red oozing erosion capped with a golden yellow crust that appears stuck on
  - Scabies – crusty, wavy ridges and tunnels in the webs of fingers, hand, wrist, and trunk
  - Ringworm – flat, spreading ring-shaped lesions
  - Chicken pox – crops of small blisters on a red base that become cloudy and crusted in 2-4 days
  - Head lice or nits (whitish-gray dots) attached to hair shafts
  - Culture – proven strep infections that have not been under treatment for at least 24 hours
  - Conjunctivitis (pinkeye) – red watery eyes with thick yellowish discharge
  - Persistent cough – cough that produces phlegm and lasts longer than 10 days
  - Severe diarrhea – two or more predominately watery stools in a 24-hour period
  - Vomiting – Any projectile (forceful) or after 2 occurrences
  - Meningitis – Fever, stiff neck, lethargic
  - Thrush – “Cotton Candy” appearing patches
  - Hand, Foot & Mouth – grayish lesions on cheek and tongue, raised blister-like rash on palms, fingers, and soles

- Strep throat – Fever, sore throat, red/white patches on tonsils
- Scarlet Fever – Fine, sandpaper-like rash on neck, chest and in skin folds, strawberry tongue
- Symptoms of other contagious diseases, such as measles, mumps, and hepatitis
- Pinworm infestation

### **NOTIFICATION OF CONTAGIOUS DISEASES**

If your child is diagnosed as having any contagious illness, such as measles, chicken pox, strep throat, or conjunctivitis you **MUST** notify the center so we can alert other parents whose child may have been exposed to the illness.

### **RETURNING TO THE CENTER AFTER ILLNESS**

Your child may return to the center after an illness when he/she feels well enough to fully participate in usual daily activities, and when his/her presence will not endanger the health of the other children/youth and when the criteria below are met. Note: A statement from an authorized health care professional may be required for readmission of a child/youth following a communicable disease. Program Management will contact the Army Public Health Nurse for advice and approval to readmit the child/youth if any questions arise.

### **CRITERIA FOR READMISSION**

- Fever has been absent for 24 hours without fever reducing medication
- Nausea, vomiting or diarrhea has subsided for 24 hours
- Appropriate number of doses of antibiotics (when prescribed) has been given over a 24-hour period for known strep or other bacterial infections and the child's physician has approved readmission
- Rashes have been identified and documented by a physician as non-contagious
- Chicken pox lesions are all crusted and dry and the child has been fever-free for 24 hours, usually 5-7 days after onset
- Scabies are under treatment and lesions are covered
- Lice – after completion of medical treatment and environmental treatment
- Pinworm is under treatment
- Lesions from impetigo are no longer weeping and the child has been on antibiotics for 24 hours
- Ringworm lesions are under treatment and lesions are covered. Ringworm lesions in hard to cover areas (face, head, etc.) are under treatment for 48 hours and an attempt to cover the lesions is still made to avoid further spreading of the fungus. If ringworm is not improved in 4 weeks, then the child must return to the

physician for re-examination

- Conjunctivitis has diminished to the point that eyes are no longer discharging (draining/oozing), and the child/youth has been on antibiotics for 24 hours
- Meningitis – physician clearance
- Thrush – has been under treatment with an anti-fungal for 24 hours
- Hand, Foot & Mouth – Child/youth has been fever-free for 24 hours. Readmission is dependent on child's age and severity of outbreak
- Strep throat – fever-free for 24 hours and on antibiotics for at least 24 hours
- Scarlet Fever – fever-free for 24 hours and on antibiotics for at least 24 hours
- Children still in diapers with positive cultures for salmonella have two stool cultures, one week apart, that are negative. Older children (toilet trained) shedding salmonella may be readmitted providing strict adherence of hand washing policies for care providers and child following use of the toilet.
- Children still in diapers with positive cultures for shigellosis must be under treatment for 5 days and diarrhea-free for at least 24 hours. Stool cultures must be obtained 48 hours after completions of antibiotic therapy and a second specimen no sooner than 24 hours after the first specimen.
- Children suffering from illnesses that are contagious may be readmitted once the communicable stage is past.
- The child does not require specialized care/attention beyond program services provided and is able to fully participate in the program.

### **RETURNING TO THE CENTER AFTER INJURY**

Any injury that requires stitches, glue, cast, sling, crutches, etc. will need doctor's note indicating the level of activity permitted and any special care required during the healing process. Management will review to determine if the child can be accommodated prior to be accepted for care.

### **RETURNING AFTER SURGERY/MEDICAL PROCEDURE**

Any medical procedure performed requires doctor's note indicating the child is cleared to return and resume activities. If medical devices are needed, the note must explain the reason, duration, and limitations as well as any specialized training that would be required and contact information in the event of questions. This note/information must be provided **before** the child returns for care. Management will review to determine if the child can be accommodated. Please note, it may be a few days until the process is completed and the child is re-admitted. Parents may be asked to provide staff training if needed.



The medication policy is as follows:

1. Prescription medications that must be dosed 3-4 times daily will be administered to children enrolled in the full day childcare program. Medications, which are dosed once or twice daily, will be administered by the parent outside the center.
2. Medications will be administered only when prescribed by physician, have a current pharmacy label, and only when there is no reasonable alternative to the medical requirement for the child.
3. The physician or parents will administer doses for the first 24 hours of medication before dosage is administered by CYP personnel. If readmission criteria have been met/child is currently in care, parents may administer doses of prescription medications on-site.
4. All medication in the CYP will be administered in the Isolation Room directly behind the front desk.
5. The parent must complete the Administering Medication form prior to the staff assuming responsibility for administering medications.
6. Medication will be in the original container with a child proof cap; label must have physician's name, date, child's name, name of medication, required dosage (a specific dose amount only, i.e., 5ml, 2 puffs), time (specific time required, i.e., every 6 hours – may not say every 4 -6 hrs.), and instructions for use and storage.
7. Designated personnel are authorized to administer medication per the label instructions. Individuals administering the medication will have received prior specialized training.
8. All medication will be checked in and out at the front desk and all doses given will be recorded on a medication log.
9. Parents will bring medication and properly dosed measuring syringe, cup, or spoon to the facility in a Ziploc bag.
10. Rescue medications – anticonvulsants, inhalers, injectable epinephrine, etc. require additional paperwork and an IAT meeting prior to being used in the center. Note: there are also yearly requirements for these medications and per regulation care may be suspended when requirements are not met.
11. No “over the counter” medications will be administered. Our medication policy does not allow for parents to administer over the counter products to their children while in care. Children experiencing discomfort that requires over the counter medications should be kept home.
12. Children who have been given medications to mask symptoms prior to drop off will not be accepted for care.

## **MEDICAL/DENTAL EMERGENCIES**

Every precaution will be taken to prevent injury to children, but in the event of accident or medical/dental emergency, procedures are as follows:

1. A certified staff member will administer First Aid/CPR.
2. CYP personnel will call 911 when a medical or dental emergency occurs that requires immediate and/or definitive care. This may include such things as very high fevers, seizures, asthma attacks, suspected broken bones, injuries that would require stitches, severe chest pains, respiratory distress, dislodged or broken tooth, severely bleeding mouth, or tongue.
3. After the call is placed to 911, staff will attempt to contact immediate family members or emergency contacts. If someone is unable to be reached or the person contacted does not arrive before EMS is leaving, a staff member will accompany the injured/ill child to the hospital when possible.

## **BASIC CARE ITEMS**

The following basic care items may be used in the CYP with a signed Basic Care Items Permission to Administer form.

- Sunblock – non aerosol SPF 15 or higher
- Diaper Cream/Ointment
- Lotions – non-medicated and moisturizing
- Lip balm – non-medicated and flavor free

## **INFANT SLEEP POLICY**

In addition to the following, CYP personnel and parents will be required to read and sign the Statement of Understanding – NAEYC Accreditation Criterion for Supervision of Sleeping Infants policy.

- Infants will be placed on their backs to sleep. If another sleep position is needed, then a doctor's note with documented medical reason is required and an IAT meeting will be held.
- Blanket will not be used in cribs. Infant sleep sacks will be provided.
- Signage will be posted by the cribs stating whether the child is able to roll over independently or not.
- If the infant can roll over on his/her own, then he/she will be allowed to maintain that position.

## **SUPERVISED REST PERIODS**

Supervised rest periods will occur daily from approximately 1200-1400 hours for children Pre-K age and younger who attend the CYP on a full-time basis or on a drop-in basis during these hours. Children who do not sleep must have a quiet time with materials or activities that do not disturb the children who are resting. Children may bring from home a small blanket (not to exceed 40"x30") and a small soft toy used to help them feel more comfortable while resting. Blankets must be taken home weekly, laundered, and returned with your child on Mondays. We ask that you please be mindful that cubbies have limited space and may be shared with other children.

## **PETS**

Due to allergies and other health related concerns, our centers are free of pets that produce dander or salmonella. Family pets are prohibited from being in the space where care is being provided and interacting with the children.

## **PROHOBITED USES**

The facility and outdoor play areas are entirely smoke free; no smoking is permitted in the presence of children in these areas. Tobacco products may be used in privately owned vehicles or in designated areas and at least 50 ft. away from the building. Use of alcohol and illegal drugs is prohibited.

## **MEALS**

Nutritious meals and snacks are an important part of your child's day. All food served within the CYP meet the standards set by the United States Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP). Food from home may not be brought to the center. Children requiring a special diet for medical or religious reasons must have the appropriate form signed by a physician in order that substitutions can be provided. Please note that School Age Program times may differ depending on the program or activities planned.

Meal and snack start times are as follows:

	CDC	SAS (School Year)	Summer Camp
Breakfast	08:15	07:00	08:00
Lunch	11:15	12:00	11:15
Snack	14:15	14:30 & 16:15	14:30

If you wish for your child to participate, please ensure that your child arrived within 15 minutes of the scheduled mealtime. Meals will not be held for children arriving after meal service is over.

### **FAMILY STYLE DINING**

Family style dining is conducted in each classroom. Caregivers sit and eat with the children to enhance social interaction and promote healthy eating habits. Children are encouraged to sample all foods but are not forced to eat. Children participate in setting the tables, serving and clean up.

### **INFANT MEALS**

Infants are fed on their own individual schedule.

Based on USDA requirements (Feeding Infants, A Guide for Use in the Child Nutrition Programs), enough formula is provided for a minimum of (3) – 6oz bottles daily. However, according to each child's individual development, more bottles may be required. Parents who do not wish to utilize the formula provided by the CYP may opt to bring in their own formula or human milk. Please see a Program Administrator for guidance on approved formula brands. Formula and human milk must be pre-mixed daily and come to the CYP in plastic bottles (or sippy cups when age appropriate), with the cap on, that are labeled with the child's name and date. Leftover contents of all bottles that have been outside the refrigerator for more than 1 hour shall be disposed of.

- Additional requirements for Human (Breast) Milk are as follows:
  - Previously frozen human milk must be thawed but allow for usage within 24 hours of thawing. Human milk previously frozen longer than 3 months will not be accepted for consumption.
  - Fresh human milk must be available for consumption within 48 hours from the time collected/expressed (Note: Although some suggest that fresh human milk can be stored for longer than 48 hours, the 48-hour period assumes safety.)
  - All bottles/sippy cups of human milk must be clearly labelled with the infant's full name, date the human milk was expressed, date thawed (if previously frozen), and date the milk is provided to the center. Labels must keep all information while wet or handled.
  - Upon arrival to classroom, store bottle/sippy cup in designated refrigerator.
  - Pick up all used bottles/sippy cups daily.
  - Maintain communication with classroom staff of any new or changing dietary needs for the child.

- Per USDA requirements, we will provide and serve baby cereal (rice or oatmeal), baby food and fruits and vegetables for their breakfast and lunchtime. All items must have been tried at home prior to being given at the center.

### **FOOD ALLERGIES**

Child Nutrition Regulation 7 CFR 226.20 (h) of the Child and Adult Care Food Program states: “Substitutions because of medical needs shall be made only when supported by a statement from a recognized medical authority which includes recommended alternate foods.” Parents are required to obtain the appropriate form from the Front Desk or CYP Nurse and have it completed by the physician stating the child’s food allergy and recommended substitutions. Upon receipt of this information, the center may be able to provide alternate foods for the child. An IAT will be held for children with special diet needs.

Additionally, children who have food allergies will be given a red placemat to use while they are at the CYP. The placemat alerts the caregivers that the child has an allergy and adds an additional layer of prevention against the child receiving items that he/she is allergic to.

### **FOOD EXCEPTIONS BASED ON RELIGIOUS BELIEF**

Child Nutrition Regulation (CNR) 7 CFR 226.20 (i) provides for variations in the food components where there is evidence that such variations are nutritionally sound and are necessary to meet ethnic, religious, economic, or physical needs. Parents are asked to provide a clergy’s statement specifying, based on religious beliefs the food or food component for which a substitute is required and the recommended alternate foods.

## **CHILD GUIDANCE/DISCIPLINE**

### **GUIDANCE TECHNIQUES**

The center uses guidance techniques designed to help children develop self-control, self-esteem, and respect for the rights of others. Below is a list of acceptable guidance techniques that Program Staff will employ when working with your child.

- **Redirection**: Directing the child to more constructive activity
- **Monitoring**: Making frequent checks to make sure the child follows through; being physically near
- **Ignoring**: Not responding to inappropriate behavior
- **Rewarding**: Praising the child for appropriate behavior
- **Encouraging**: complimenting and reinforcing acceptable behavior



- Anticipating Trouble: Attempting to avoid situations which may lead to inappropriate behavior
- Reminding: Giving verbal and nonverbal cues to appropriate behavior
- Setting Rules and Limits: Establishing realistic standards for behavior
- Offering Choices: Providing several acceptable alternatives to inappropriate behavior
- Rest Time: Providing the child with a short period of time away from the group/activity

Some unacceptable guidance techniques, which will not be tolerated in any of our programs include but are not limited to striking, shoving, squeezing, biting, shaming, and abandoning a child.

### **UNACCEPTABLE/AGGRESSIVE BEHAVIOR**

Aggressive/Unacceptable behavior is a serious problem in a group environment. Staff have a responsibility to try to change aggressive/unacceptable behaviors through a partnership with parents. Every child is different, having different needs and expectations. There is no one model which will apply to every situation and/or solve every problem. Plans and interventions to correct aggressive/unacceptable behaviors must be unique to the child.

The following behaviors are considered aggressive/unacceptable in the Center:

- Causing physical harm to children, staff, or other adults by hitting, kicking, throwing or any other physical action
- Use of inappropriate language, spitting or other forms of verbal abuse or degradation
- Repeated refusal to comply with center and/or classroom rules and/or failure to listen to instructions by caregiver.
- Behavior that is potentially harmful to himself/herself

The following steps will be taken in handling aggressive/unacceptable behavior:

1. Caregivers will notify parents of any aggressive/unacceptable behaviors exhibited by the child.
2. Caregivers will inform management when there is a pattern of behavior and will discuss incidents as well as attempted interventions to improve the behavior.
3. Parents will be called in for a conference to discuss the behavior and provide input on how to correct the behavior. With input from caregivers, management and parents, an intervention plan, based on the individual needs of the child, and reasonable time frame for progress will be developed

4. If a child repeatedly, at least 3 times, exhibits unacceptable/aggressive behavior and is not compliant to teacher directives causing staff to provide one on one care for the child for an extended period or causing safety issues with him/herself, other children or staff, the parents will be called to take their child home for the remainder of the day.
5. Children may be disenrolled from the program if they fail to make progress or if there is a lack of parental support and involvement. Children may also be disenrolled if the behavior is deemed detrimental to the child, other children and/or staff members. No notice will be required if it is necessary to disenroll a child due to aggressive/unacceptable behavior.

### **BITING**

Children biting one another is the most common, most difficult situations in group childcare, especially with pretoddlers/toddlers. Biting is a natural phenomenon that has little developmental significance. It is not something to blame on children, parents, or caregivers. A child who bites at a young age is not on the path to becoming a discipline problem. It is a behavior of a child not yet able to participate fully in social situations. Children may bite for any number of reasons such as teething, impulsiveness, lack of self-control, excitement, overstimulation, or frustration. When a child begins biting behaviors, the caregivers will track behaviors that lead to biting incidents and help the child avoid such situations. In most instances, biting will continue for a period and gradually lessen. Every effort will be made to help a biting child achieve socially acceptable behavior. However, in severe cases, it may be necessary to remove the child from the center. In cases where a biting child is removed from the center, the Central Registration Office will provide parents with a list of other NAEYC accredited centers in the commuting area.

The following procedures will be followed in handling biting:

1. When a child bites, an incident/accident form will be filled out on the child who bit as well as the child who was injured. Parents will be notified if a bite requires medical attention beyond first aid treatment.
2. Immediate attention will be given to the child who has been bitten. This will let the biting child know that the negative behavior will not be reinforced.
3. If a child continues to exhibit biting, every effort will be made to help the child. A parent conference will be scheduled with caregivers and management to discuss the behavior and develop strategies to extinguish it. Parents and caregivers will communicate daily on the child's progress. Additional conferences to discuss the progress of the behavior will be scheduled if necessary.

4. Staff will continue to work with the child and parents if progress is being made in correcting the behavior. If it appears that no progress is being made or the behavior becomes more severe, the biting child will be removed from the Center.

### **CHILD ABUSE PREVENTION AND REPORTING**

Every employee in the CYP is required to participate in annual training on the prevention, identification of child abuse and the reporting procedures. All staff members and any volunteers of the program are Mandated Reporters as defined by the Pennsylvania Law. DLA and Pennsylvania law states that care providers and employees must **immediately** report all reasonable suspicions of child abuse, whether it comes from their personal observation of a child or from a report from another source, to Childline, the state child abuse hotline.

In the event that they have, based on their training, a reasonable suspicion of abuse (which may include things such as unexplained bruise or markings, a bruise that the child reports is a result of a parent, marks left due to the use of corporal punishment or symptoms that may indicate that the child is a victim of sexual violence) the staff are mandated by law to report the situation to the DLA Police. Staff will then make a Childline report at 1-800-932-0313. Support and assistance with this report is made through the Family Advocacy Program (FAP).

The Department of Defense also operates a Child Abuse/Safety Violation Hotline. The telephone number for this hotline is 1-877-790-1197.

### **TOUCH POLICY**

It is the belief of the CYP that physical contact is important for children's development, their nurturing, and their guidance. Expression of affection, such as hugs, holding hands, back rubs at naptime, and lap sitting, help build children's self-esteem and is considered appropriate touch in our CYP. It is our belief that appropriate touch takes into consideration respect for the personal privacy and personal space of the child.

Caregivers, as well as parents, serve as role models by exhibiting appropriate touch for the child. Some examples of inappropriate touch, which will not be tolerated in any of our programs, include, but are not limited to, striking, shoving, squeezing and any type of sexual abuse of a child.

### **STAFF REQUIREMENTS/TRAINING**

All staff complete a prescribed training program which is tracked by an Individual Development Plan (IDP). The training program is to ensure all are trained to Department of Defense standards.

## **USDA NONDISCRIMINATION STATEMENT 2015**

FNS nutrition assistance programs, State or local agencies, and their sub recipients, must post the following Nondiscrimination Statement:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, employees and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027) found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call 866-632-9992. Submit your completed form or letter to USDA by:

1. Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue  
SW Washington D.C. 20250-9410
2. Fax: 202-690-7442
3. Email: [programintake@usda.gov](mailto:programintake@usda.gov)

This institution is an equal opportunity provider.

To request childcare for any of the Child & Youth Program, please utilize [www.MilitaryChildCare.com](http://www.MilitaryChildCare.com)

# We care for your children *while you protect America*



Introducing  
**MILITARY**  
CHILDCARE **dot** com

A Department of Defense (DoD) program that makes it easier to find the child and youth care your family needs. Just follow four simple steps. It's that easy.

- STEP **1** **CREATE ACCOUNT**
- STEP **2** **SEARCH and REQUEST CARE**
- STEP **3** **MANAGE MY REQUESTS**
- STEP **4** **UPDATE MY PROFILE**



To get started, visit:  
**MilitaryChildCare.com**  
For questions/support, call:  
**855.696.2934**

For local information, call:  
Parent Central Registration  
**717.770.4239**