



M C C S O K I N A W A

# Parent Handbook

CHILD AND YOUTH PROGRAMS



# **MARINE** & *Family* | **Child and Youth Programs**

Dear Parents,

We extend a warm welcome to you and your family and look forward to seeing your children in our Marine Corps Community Services (MCCS) Camp Butler, Child and Youth Programs (CYP).

We are excited to share our home with you and proud of the outstanding programs and professionals we have serving our military families here on island. For some, an overseas assignment can feel daunting but rest assured, our commitment to supporting families is steadfast and clearly exemplified in our day-to-day routines.

You can feel confident knowing our programs located on Camp Kinser, Camp Foster and Camp Courtney are fully certified by the Department of Defense (DoD). In addition, all four of our Child Development Centers (CDCs) meet the stringent requirements for national accreditation by the National Association for the Education of Young Children (NAEYC), while our School Age Care (SAC) programs are nationally accredited by the Council on Accreditation (COA). This means your children will be immersed in programs that meet the absolute highest standards for care and consistently implement the best practices in the business.

In addition, all SAC and Youth/Teen (YT) programs are affiliated with Boys & Girls Club of America, affording our youth fantastic opportunities on a world-wide basis.

Caring for your children is a tremendous honor, and we look forward to welcoming them into our community. Facilitating programs designed to help them grow, learn, explore and adapt is exciting, and we are confident they will enjoy their time with us.

Please read through our Parent Handbook to learn more about our programs and why our CYP Professionals are national leaders in child care and youth programming.

Respectfully,

Chief, Family Care Branch

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Please note that this handbook is intended to provide parents with general information about Children and Youth Programs (CYP) and is not inclusive of all CYP policies and procedures.



## PHILOSOPHY

We provide high-quality programs designed to promote the social, emotional, physical, and cognitive growth of children six (6) weeks through 18 years of age. Caring, knowledgeable CYP Professionals plan and facilitate developmentally appropriate offerings that are responsive to the ages, abilities and interests of children and youth. Our CYP staff are committed to serving children and youth of all races, ethnicities and abilities, with an emphasis on respectful and positive interactions that foster each child or youth's development and growing independence. We support all children, families, CYP Professionals and local communities, providing a safe environment for your child or youth to explore and learn.

Whether your child is an infant or a youth in high school, requires weekly care or only an hour after school, is developmentally on track or requires thoughtful accommodations for inclusion—we are ready with trained professionals and outstanding programming to meet the unique child care needs and recreational interests of military families.

A woman with dark hair and glasses is shown from the side, holding a large orange folder. She is wearing a blue top and a grey cardigan. The background is a blurred classroom or office space with a green plant, a colorful abacus, and a window with blue triangular decorations.

*“The mind is not a vessel to be filled,  
but a fire to be kindled.”*

*—Plutarch*

## MISSION STATEMENT

Camp Butler Child and Youth Programs (CYP) support military readiness by contributing to the well-being of families with children through quality, affordable child care in centers and home-based settings. Full-day programs are designed to meet the needs of working parents. Part-day preschool programs, parent education, child care for unit functions and special events, weekday hourly care, and emergency care services are available to meet the varying needs of a diverse military population. All programs are inclusive, developmentally appropriate and designed to provide social, emotional, physical, intellectual and cognitive growth of children, regardless of age.



## **Military Child Care Act (MCCA)**

Congress passed the Military Child Care Act (MCCA) in 1989 to improve the availability and affordability of child care services on military installations and to establish higher standards for professional training and program operations. Today, Child, Youth and Teen Programs (CYP) are highly respected for the tremendous impact they have had on the entire early childhood and youth services field. Military CYPs serve as role models for other programs by consistently implementing quality program standards.

## **Oversight**

CYP is governed by *Marine Corps Order 1710*, *Department of Defense Instruction (DoDI) 6060.02*, *DoDI 6060.4*, numerous protocols, health, sanitation, safety and fire regulations. While not enrolled in USDA Child and Adult Care Food Program (CACFP) due to our overseas locale, we follow their guidelines, and all of our menus are reviewed and approved by a licensed dietician. Camp Butler Fire Department, the Preventive Medicine Unit, U.S. Naval Hospital Okinawa and trained safety personnel inspect all programs monthly. CYP is also subject to four annual unannounced inspections conducted by a multidisciplinary team, specialists and CYP Headquarters Inspectors.





## Quality Assurance

We are committed to sustaining outstanding quality of care and programming. Our CYP Professionals embrace and promote a culture of continuous quality improvement through the following:

- Constantly looking for ways to strengthen and enhance the services provided to Marine children, youth and families.
- Not believing that “good enough” is acceptable—but continually raising the bar for program quality.
- Implementing rigorous and effective quality control systems.

In addition to maintaining DoD and Marine Corps quality standards, we seek and maintain accreditation from nationally recognized accrediting agencies. Our CYP facilities are regularly monitored and inspected by headquarters and multidisciplinary teams on a full spectrum of quality assurance measures, including fire, safety, sanitation, and quality programming. This combination of continuous monitoring, frequent inspections, and an ongoing culture of excellence ensures safety and quality throughout every CYP service and offering.



## Child Development Center (CDC)

Children's learning occurs through experiences and interactions with the world around them. The early years are truly learning years. Every moment is an opportunity to learn, to practice social skills and to gain knowledge about the world. The early years lay the foundation for all later learning in life. Curriculum goals and plans are based on regular, documented observations and assessments of each child's level of development, strengths and interests while respecting the diversity of each child's culture and family values. Our CDCs use Early Learning Matters (ELM) curriculum, developed for the DoD by Purdue University as the basis for activity planning. Activity plans are posted in each child's classroom and are readily available on-site for parents to view. If you would like a copy, please speak directly to your child's teacher.

Our program is child initiated and teacher supported, with an emphasis on active participation through individual and small group learning experiences. Classrooms support inclusion for all children. Environmental accommodations, materials, and equipment are adjusted to support and maximize learning opportunities for all. Multicultural and non-sexist materials and experiences are available for children of all ages.



# SAC

## **School Age Care (SAC)**

Our SAC programs promote a safe place for children. Programs are designed to provide a variety of activities for school age children in kindergarten to 12 years of age. Crafts, games, nutrition, food experiences, homework assistance and field trips are regular activities your child will encounter. All programming is developed with consideration of the desires of the participants and with respect to the cultural and familial values of each member. We are an active affiliate of the Boys and Girls Club of America.

Patterned after the successful Conscious Discipline model, SAC utilizes an emotional intelligence program consisting of strategies for responding rather than reacting to life events. Through responding, conflict moments are transformed into cooperative learning opportunities. This research-based program will increase academic achievement, decrease problem behaviors and improve the quality of relationships with students, teachers, parents and coworkers.

In addition, SAC utilizes the highly popular “The Little Spot” program designed to help identify their emotions and develop appropriate and effective self-regulation skills. The Little Spot relates information to children in a fun manner while providing them a healthy opportunity to address their feelings.

Participants in SAC must be signed in/out of the program.



## Youth and Teen Programs (YTP)

YTPs include a wide variety of offerings to meet the needs of youth ages 10–18 years of age. Our programs complement the school day, providing programs when school is typically not operating such as after school, school-out days and term breaks. Please contact the YTP staff at your specific camp to obtain additional information on hours of operation, schedules, trips and much more.

YTP programming is based on actively and continuously seeking input, ideas, and opinions from the youth participating in YTP offerings. This collaborative emphasis builds enthusiasm and engagement among youth and provides them with leadership, planning, and responsibility opportunities. YTP may seek input related to programming options through social media, surveys, meetings and informal information gathering.

YTP programming is designed to support youth in achieving academic goals by offering suitable environments for completing homework. In addition to spaces for recreation and socializing, YTP facilities offer quiet spaces for study and concentration stocked with homework supplies, computers, 3D printers and other research materials.

Participants in Youth/Teen programs may sign themselves in/out of the program during normal operating hours. They are free to come and go as they choose.



# EFMP

## **Exceptional Family Member Program (EFMP)**

When registering, please let us know if your child has a disability or a special need. This will ensure CYP staff have sufficient time to appropriately plan for the care of your child. Alternatively, previously unidentified special needs may become known while your child is enrolled in CYP. In either circumstance, your child may be eligible for the DoD Exceptional Family Member Program (EFMP). This program can provide access to additional resources to support your child and family. We are committed to making all reasonable accommodations to facilitate the participation of children enrolled in EFMP. Additionally, the program assists with initial enrollment, enrollment updates, assignment coordination and administrative case management.



## Resource and Referral (R&R)

All patrons who wish to use care at any CDC or SAC program must create an account and request care at [www.militarychildcare.com](http://www.militarychildcare.com). Once an offer for care is accepted, registration can be completed at the CYP Resource and Referral (R&R) Office located on Camp Foster, Bldg. 495. Registration is renewed annually and is free of charge.

Child Development Center (CDC): 6 weeks–5 years

School Age Center (SAC): Kindergarten–12 years

Youth Center (YC): 10 years–12 years

Teen Center (TC): 13 years–18 years (must be in high school)

\*Youth/Teen Center registration is \$24 annually and requires a short registration form to be completed.

\*Parents may register their 10–12-year-old child in both SAC and Youth Programs, but your child may not sign themselves in or out of SAC.

## Eligibility

Our services and programs are available to all children six weeks through 18 years of age of military and DoD civilian personnel, reservists on active duty or during inactive personnel training, retirees, and DoD contractors. Patrons must show a valid ID card upon registration. Some categories of patrons (such as retirees and DoD contractors) are not eligible for the government child care subsidies designed to offset costs.

*“A child is an uncut diamond.”*

*—Austin O’Malley*




### **Admission Criteria**

All registration paperwork must be completed prior to your child starting in the program. Fees must be paid prior to services being provided. When enrollment begins or ends within a pay period, fees will be prorated. Fees are due on the first day of attendance, regardless of the start date.

The following documents are required for enrollment:

- Updated immunization records for each child
- Child’s health assessment dated within one year
- Sponsor’s current LES/pay stub
- Family member’s current LES/pay stub, or college schedule
- Power of Attorney (if military spouse is deployed)

**NOTE:** Either parent may register their child(ren); however, the **SPONSOR** must sign forms in the CYP office to complete registration, or a Power of Attorney must be presented.

A close-up photograph of a woman with long dark hair and a young child with light brown hair and a yellow hair clip. They are sitting at a red table, playing with colorful wooden blocks. The woman is on the left, looking down at the blocks, and the child is on the right, also looking down. The background is a warm, yellowish-orange color, suggesting an indoor setting like a playroom or classroom. The lighting is soft and natural.

*“Your children will become what you are, so be what you want them to be.”*

*—David Bly*



## Requests for Care

All DoD CYP utilize an internet-based service, *militarychildcare.com* to accept and process requests for childcare services. Navigate online to *militarychildcare.com*, create an account and place a request for care for the location(s) you wish to access. Offers of child care spaces will be made according to date the request was made and the priority placement designation as determined by the Department of Defense. Your offer for child care will be emailed to the address you identified on *militarychildcare.com*. It will be important to check your email account regularly for emails from an *okinawa.usmc-mccs.org* address or from a Resource and Referral employee (*mmm.okinawa.usmc-mccs.org*). Families may be offered a space at an alternative location if the preferred location is not available. Families who accept care at an alternative location can remain on the waiting list for their preferred location.

If the offer for care is not accepted within two business days, the request for care expires and a new request may be made if needed. Upon accepting the space offered, registration for care is completed in the R&R office. Families with an expired offer for care who are still in need of care are encouraged to immediately contact Resource and Referral regarding the expired offer to request reactivation of the offer. Resource and Referral attempts to contact families by phone in addition to email when offers are made. Families on the waiting list may contact Resource and Referral for updates regarding waiting list status.

Families offered care in a facility other than their preferred facility (alternative viable option) may remain on the waiting list for the facility of their preference.

Families may request care in advance of their need by signifying “date care needed” when making the request. Families must update their request and respond to emails from *militarychildcare.com* to keep their request active.

Expectant parents may request care for their unborn child by utilizing the “date care needed” feature on *militarychildcare.com*.

It is recommended that families who will need child care for their infant make a request for care as soon as reasonably possible.

## Immunizations

Children enrolling in CYP who have not yet started school (e.g., infants through 5 years old), or homeschooled children of any age, must show a vaccination record confirming they are fully immunized prior to enrollment in CYP. Proof of a seasonal flu vaccine must be provided no later than December 31 annually for all children older than six months of age.

Additionally, when a child ages into a new immunization requirement, documentation of the completed immunization must be provided. Families must submit updated immunization documentation within 30 days of the due date. CYPs are required to exclude a child from care whose immunizations have lapsed.

If your child is enrolled in a Department of Defense Educational Activity (DoDEA) school where proof of current vaccination is required, then no additional immunization documentation is required for CYP, except for the seasonal influenza immunization. Current immunization requirements can be found at <http://mmm.dcd.gov/vaccines>. DoD recognizes there may be circumstances in which a child cannot receive one or more of the required immunizations, such as a medical condition or a family’s religious beliefs. If this applies to your child, you must submit an immunization waiver request. Unless an approved waiver is on file documenting an exemption from an immunization, or documentation is on file of an authorized delay, the immunization requirements apply.

## Priority Placement

Camp Butler Child and Youth Program (CYP) follows the Office of the Secretary of Defense Priority Placement criteria in placement decisions. Children in care may lose a spot to others on the waiting list who have a higher priority category. Impacted families will receive at least 45 days’ notice prior to being supplanted.

## Waiting List

When the CDC or SAC spaces are at maximum capacity, your child(ren) may be placed on the waiting list after making a request for care on [militarychildcare.com](http://militarychildcare.com). Spaces will be offered according to DoD priority placement guidelines.

## Special Needs

CYP promotes the placement of children with special needs in an age-appropriate, least restrictive environment for child care purposes. In accordance with the Americans with Disabilities Act (ADA) of 1990, CYP successfully provides limited special needs care and accommodations for children within a fully inclusive program. Some care requests will require an evaluation by the Inclusion Action Team (IAT).

The IAT is a team of professionals that collaborates to support the full inclusion of children with diagnosed or undiagnosed disabilities, differing abilities, or special needs. These experts in the fields of medicine, therapy, family services, special education, and general education help us locate resources for families and identify reasonable accommodations that can be implemented to support a child's success in our program. Some situations may require an IAT prior to placement in a program. However, you will be notified and participate in the meeting.

## Fee Structure

Childcare fees are determined by Department of Defense and based on a family's total income. Patrons must provide a current LES and/or pay stubs for use in computing the Total Family Income (TFI). Failure to provide this information will result in removal from the program, as income information (regardless of fee level) is used to verify program eligibility and priority placement status. A current fee scale is available through the Resource and Referral office.

To ensure consistency among 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 one economic unit."

DoD reviews fee structures annually and may realign fee categories as they deem necessary. In addition, TFI must be reviewed and updated annually.

## CYMS Card: Issue and Replacement Policies

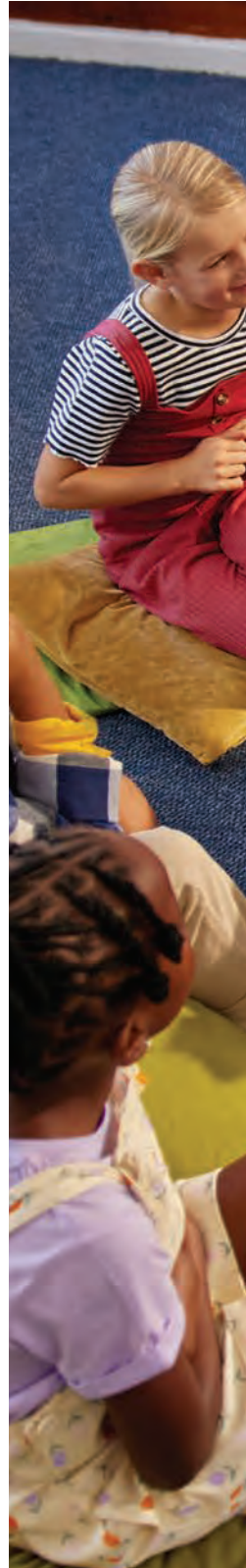
Upon completing registration with the Resource and Referral office, families will receive two cards or key fobs at no cost. Family members must have their card/fob at all times to swipe in/out when using CYP services.

## Hourly Care

Sometimes families need child care for just 1 or 2 hours to deal with an emergency, attend a doctor's appointment, or take care of other responsibilities. Hourly care spaces are available on a first-come, first-served basis on all three camps during normal business hours. Payments for hourly care must be made prior to dropping off your child for your scheduled reservation. If you have reserved hourly care for your child and fail to show, you will still be charged for the hours reserved. If your child is in hourly care and you are late to pick up at your agreed reservation time, you will continue to be charged the hourly rate for each hour, or a fraction thereof, until you pick up your child. For example, if your reservation is until 11 a.m., and you arrive for pick up at 11:10 a.m., the program must charge you for a full hour of care beyond your reserved end time. Your child's continued presence in the program past the agreed-upon reservation causes difficulties in maintaining supervision ratios, so on-time pick up is vitally important.

## Special Events Care

Units aboard Camp Butler may request child care services for special events, such as a military ball. For events held in the evening, meals are not provided, however, a snack will be provided. All peanut products are prohibited in our facilities. Contact R&R for additional information on special event care. Special event care may not be available during elevated health protection conditions.



## Parent Orientations/Tours

Prospective patrons may visit any CYP when escorted by center personnel. Escorts are necessary to ensure protection of the children enrolled in the programs. Families will receive a welcome orientation specific to their child's classroom and will have the opportunity to share information about their child to help ensure a positive start.



*“Wisdom begins with wonder.”*  
—Socrates



## **Adverse Weather**

In case of earthquakes, tsunami, typhoons, or other unusual conditions such as utility outages or excessive heat, or in the event of a local or national emergency, the command may decide to close CYPs, delay openings, shelter-in-place, lock down, or send children home early. Whenever possible, you will be notified of utility outages and advised on the situation, in order to determine if you want your child to remain in our care.

All CYP facilities close when Tropical Cyclone Condition of Readiness One Caution (TCCOR-1C) is declared, and you must pick up your child within one hour of declaration. CYP facilities reopen as soon as possible; however, we must survey the facilities for damages prior to opening for care. Please call your child's facility after the emergency for opening times and conditions.

In the event we must evacuate the facility for any reason, you will be notified where to pick up your child. Please listen to AFN FM 89.1 for emergency announcements or check the MCCS Okinawa Facebook page.

## Child Abuse Prevention, Education and Reporting (CAPER)

The safety of the children participating in CYP services is our top priority. CYP Professionals receive ongoing training in the prevention, education, and reporting of child abuse, maltreatment or neglect. In addition, all CYP staff must obtain and maintain an acceptable background check.

CYP works to prevent incidents of child abuse through strict line-of-sight supervision; appropriate staffing ratios; and fostering positive, nurturing and developmentally appropriate interactions among children, youth and CYP Professionals. Providing opportunities and resources for families and other community members to learn about children's developmental needs and risk factors for abuse is an integral part of our mission to develop healthy and happy humans.

Extensive training in this area is provided annually to equip staff with the tools to evaluate situations and determine appropriate actions. All suspected child abuse or neglect reports are communicated directly to Family Advocacy Program (FAP) and the Provost Marshal Office (PMO).

In a mandated reporting situation, CYP Management may release family information to appropriate authorities without parent consent. In addition, law enforcement authorities are authorized to speak with your child in a CYP facility without a parent present. However, a caregiver familiar to your child will also be present.

As a parent, you partner with the CYP to keep children safe. If you suspect child abuse or neglect, report it immediately to the proper authorities. The CYP Director can assist you in making a report to FAP and PMO. You can also report alleged child abuse and neglect directly to the DoD child abuse and safety hotline. If calling from the United States or from U.S. Territories, call 1-877-790-1197. If calling from a foreign location, call collect 571-372-5348. These hotline numbers are also posted on parent information boards in all CYP facilities.

## Food Exceptions Based on Religious Beliefs

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.

CNR 7 CFR 226.20 (h) requires "a statement from a recognized medical authority that includes recommended alternate foods when food substitutions are requested." Parents are asked to provide a statement specifying, based on religious beliefs, the food or food component for which a substitute is required and the recommended alternate foods.

## Late Arrivals or Absences

If a change in plans affects your child's attendance or arrival time, please let the CYP know. Notify your program of any absence in advance or as soon as possible after your child's typical arrival time. If your family is going on vacation, please follow the vacation guidelines in the Program Administration section of this Parent Handbook.

You must notify CYP when you know that your child will be late to the program. If your child does not arrive when expected and you have not contacted the program within a reasonable amount of time, CYP is obligated to ensure that your child is not in distress. The program will attempt to contact you, then your spouse, and then individuals listed on your emergency contact list. If CYP Professionals are still unable to verify the safety of your child, they will contact your Chain of Command and the Provost Marshal Office, if necessary, until your child is located.

## Daily Drop-Off and Pick-Up Procedures (CDC & SAC)

Patrons must use their key fob at the CYMS swipe machine located at the front desk for drop off and pick up.

**CDC:** Children must be escorted to/from and signed in/out of their activity room.

**SAC:** Parents must enter the facility and swipe their child in/out. Children are not authorized to walk out to the car.

Persons authorized to pick up a child must be: 16 years of age or older, identified on the enrollment form, and present valid photo identification before a child will be released. Photo identification will be requested at the front desk upon entry to the facility and will also be requested in the child's (CDC) classroom prior to release of the child.

All authorized persons presenting for pick-up who are not familiar with the center and have not regularly picked up a child will be escorted to the correct classroom/area by the CYP employee who checked the photo identification at the front desk and cross-referenced with the authorized pick-up list. Identification will be required for verification in the classroom/area prior to release of the child. When front desk and classroom staff become familiar with parents, identification may only be requested periodically, but the facility reserves the right to request presentation of photo identification at any time.

Please note that it is illegal to park in the fire lane. Cars left in the parking lot with the engine running will be promptly reported to PMO. It is extremely dangerous to leave an unoccupied vehicle running around a child-care facility. **PLEASE SHUT OFF THE ENGINE** before exiting your vehicle.

*“The soul is healed by being with children.”*

*—Fyodor Dostoyevsky*





## Late Pick-Up

Timely child pick ups are imperative and enables CYP to function effectively and efficiently. If you are late picking up your child at closing time, you place yourself at risk of having your service agreement cancelled. CYP Professionals will try to reach you and then your spouse, if applicable. The program will then reach out to the emergency contacts on your child's registration form. If CYP Professionals have not yet reached anyone within 30 minutes past closing, they must contact the Provost Marshal for assistance in locating you. Late pick up fees are assessed at \$10 per 15-minute increments. However, repeated late pick up can jeopardize your ability to receive care in the program.

Children may be in care in a CYP facility or program for a maximum of 12 hours. If your child exceeds the 12-hour rule three times, your child may be subject to disenrollment. Exceptions to this rule may be made in rare circumstances, such as in an emergency or due to a mission requirement with a letter from the Command.

## Open Door Policy

CYPs welcome and encourage parents to visit at any time. If a visit is short (for example, to drop off or pick up your child or to drop off supplies), then signing in and out as a visitor is not required. If a visit is any longer (for example, to volunteer or participate in a program), then you will be asked to sign in and out. Families attending special events, such as a holiday luncheon, are not considered visitors and do not wear a visitor badge or sign in for the duration of this type of event only.

Many parents enjoy volunteering in our programs. Whether you volunteer regularly or occasionally, CYP welcomes you and thanks you for your participation. Talk with a CYP Professional for more information about the opportunities for volunteering and the rules specific to these situations.

## Organizational Structure

Any concerns or problems should be brought to our immediate attention. We adhere to the philosophy that problems should be resolved at the lowest level possible. Should you have concerns or an issue at your program, you are encouraged to reach out to the Program Director for resolution. Please see Appendix A for the CYP Organizational Chart.

## Transfers Between CDCs

Requests to move to another facility must be initiated through *militarychildcare.com*. The request for care will be handled in the same manner as when you were initially seeking care.

## Injury/Incident Reports

NAVMC 1750/6 Incident Report Form will be used to document non-serious incidents or accidents within Child and Youth Programs. A copy of the form will be provided to the parent/guardian and a copy will be retained in your child's file at the CDC/SAC.

## Custody Disputes

CYP staff serve as a neutral party in child custody disputes. If a parent has been denied the right to

pick-up or visit their child, you must present legal documentation to the Program Manager. Restraining orders against one parent, unless specifically identified in the court order, do not pertain to the child. We ask that you please abide by our policies so that your child can continue to have positive experiences associated with their care. We do not prohibit parents from visiting or picking up their child.

If a non-custodial parent attempts to remove a child from the center, PMO will be contacted, and the custodial parent will be notified. In the event of physical force, the staff will not endanger other children or staff members to prevent the parent from taking the child from the premises. Non-custodial parents seeking information regarding the child may submit a request for information under the Freedom of Information Act (FOIA).





## Touch Policy

Appropriate touch is an essential aspect of providing care for children. CYP Professionals are trained to respect the personal space of others and to use appropriate touch with all children. For review of the CYP Touch Policy please see Appendix B.

## Temporary Withdrawal for TAD/TDY

If you are assigned to Temporary Additional Duty/Temporary Duty (TAD/TDY) at a location off Okinawa, CYP may be able to hold your child's space without charging child care fees under the following circumstances:

- Your child is age 6 weeks to 12 years of age and is enrolled in full-time care in a CDC or SAC.
- You take your child with you and enroll your child in a CYP at your TAD/TDY location. If you decline a viable child care space offered to you at the temporary location, CYP cannot reserve your space at your regular location.
- Your TAD/TDY lasts 90 or fewer days (longer periods require command approval).

If your situation meets these guidelines, you must provide the following documents in order to reserve your child's space without incurring child care fees:

- Your official TAD/TDY orders.
- Proof of your child's transportation (e.g., airline ticket) showing your child will accompany you to the temporary location.
- Receipts from your child care fees at the temporary location.

If you need to leave for a temporary period (longer than 2 weeks) but your situation does not meet these guidelines, you can permanently withdraw and later request care again through *militarychildcare.com*, or you can continue paying your fees while you are gone to hold your space. Let us know if you need assistance finding child care in your temporary location.

## Permanent Withdrawal

If your child is enrolled in full-time or part-time care in a CDC or SAC you must give a 2-week notice, at a minimum, to permanently withdraw your child, so that your program is better able to plan for your child's departure. If you give less than a 2-week notice, you are subject to pay fees for those 2 weeks from the date you give notice.

## No Smoking Policy

Federal regulations prohibit smoking or using other tobacco products in CYP facilities. CYP Professionals, families, visitors, children, and youth must NOT smoke (including electronic cigarettes or other nicotine-vaporizing devices) or use smokeless tobacco products in or near any CYP facility or playground at any time.





## Hours of Operation

Operations may be impacted for a variety of reasons to include, but not limited to, health related conditions, typhoons, nonoperational AC, etc. In addition, all programs close five days during the year to support staff training and family time. Families are not charged for these days, as we apply a credit back to each household so you will see a change in your billing during that cycle. However, there are no refunds for closure due to weather, AC failure or other emergencies outside of our direct control.

All four CDCs operate 60 hours per week, Monday-Friday, 6 a.m.-6 p.m., while SAC is open from 6 a.m. until the start of school, after school until 6 p.m. and 6 a.m.-6 p.m. during school breaks. Youth and Teen Centers operate after school Monday-Friday until 6 p.m. and noon-6 p.m. during summer.



## Family Engagement

As children navigate and explore their CYP environments, they stretch their physical skills and test their limits. Consequently, children sometimes fall or get scratched, either on their own or during interactions with others. These types of incidents do not always result in an injury and are simply natural consequences of their development, interactions and activities. If your child sustains an injury while in care, whether witnessed by staff or not, the program will provide you with an Incident Report containing details of the situation. The program will also provide you with an Incident Report any time your child becomes ill or shows symptoms of illness significant enough to require support beyond what the program can provide. If the form does not answer your questions, you are always welcome to contact your CYP Professional for follow-up information.

If a child engages in behaviors that pose a significant risk of injury to him/herself or to others, or if the behavior is part of an emerging pattern of challenging behavior that is not resolved based on initial CYP modification efforts, then we will initiate a parent conference. This will allow us to collaborate on the best approach for your child to curb the behaviors.

One of the simplest and best ways to stay involved with your child's CYP experience is by allowing a little extra time at pickup or drop-off to talk with CYP Professionals. They can share their observations of your child that day and you can discuss details about your child's health, developmental progress, and much more.

All CYPs offer Parent Information Boards at the front desk or lobby. Your program may create newsletters to communicate about special events, new opportunities, and family education classes. Connect with a CYP Professional to get the latest news from your child's specific program.

Email is a helpful communication tool. Email is particularly useful for sharing vital communication such as updates on delays and closings due to bad weather and emergencies or reminders about upcoming events and activities. Our programs maintain distribution lists of all enrolled families for sharing information through mass emails. CYPs always send emails as blind copies to all recipients to ensure your individual email address or number remains private. Please make sure the CYP has your most current email address and mobile phone number.

CYP Professionals do not engage in one-on-one online relationships with any child, including sending emails or texts or connecting on social media sites or gaming sites. CYP Professionals may create a group account to update families on the latest activities and opportunities in their program.

## Meals

CYPs offer nutritious meals and snacks based on the U.S. Department of Agriculture's (USDA) Child and Adult Care Food Program (CACFP) guidelines and are approved by a licensed dietician. Programs provide children a clean and pleasant environment in which to enjoy their food. Food preparation areas are inspected regularly to ensure they meet high health and sanitation standards.

Menus are reviewed annually, and we invite parents to provide input into improving our menu selections.

## SAC Lunches

On no school days SAC children will need to bring a lunch. We provide breakfast and snacks; however, we are unable to provide lunch. Please keep in mind when providing your child's lunch that we are a **NUT-FREE PROGRAM**. Due to the life threatening allergic reaction of some individuals, we ask that you refrain from providing anything derived from nuts in lunches.

## Closed Circuit Television (CCTV)

CYP facilities are equipped with a closed circuit television system (CCTV). CYPs use CCTV for two purposes. First, it is an effective tool in the deterrence and prevention of child abuse and neglect. Second, it provides you the opportunity to observe your child in the care environment in real time without interrupting the daily routine and activities. You are always welcome to observe your child on the live CCTV monitors in the facility.

Video recordings of the CCTV system are not available at the centers. If you are in need of video pertaining to your child and/or a specific incident, you will need to submit a Freedom of Information Act (FOIA) request. Please speak to your Program Director for additional information.

## Satisfaction Surveys

Families are invited to participate in the annual Customer Satisfaction Survey. You can share your anonymous feedback. We use the information gathered through these surveys in planning and decision-making that enhance CYP programming. Please take advantage of the opportunity to share your valued feedback.



## Parent Concern Procedures

We do our best to provide exceptional service and programming. Occasionally, we may miss the mark. When that happens, please bring your concern to the Program Manager or designated supervisor-in-charge. We will do our best to resolve the issue at the lowest level possible; and if it is not, your concern can be elevated to the next level by calling our administrative office at 645-4505 and asking to speak to the Family Care Branch, Deputy Chief.

Our commitment to you is to address all concerns promptly, and we appreciate you giving us the opportunity to work through them to an acceptable resolution.

## Parent Advisory Board (PAB)

Each program operates a Parent Advisory Board (PAB) to further support CYP operations in meeting the needs of children, youth, and their families. Every family enrolled in the CYP is automatically a PAB member. PAB members meet quarterly to provide recommendations for improving services, help plan special events, and discuss other opportunities for family participation via a team approach. Parents who participate on the PAB support the continued well-being of all children in the program. Please consider participating in your program's PAB.



## Payments

Child care fees are billed on the 1st and 15th of each month or the following business day if one of those dates falls on a weekend or federal holiday. Fees charged for late pick up must be paid no later than close of business the following day. With automatic debit, payments are always on time, ensuring your child's care is not interrupted.

Payment must be made within three business days of billing. Late payments may result in denial of services.

When the CDC/SAC is closed, fees will be due on the following open day. All fees are payable in advance. Failure to pay required fees will result in temporary disenrollment of your child until outstanding fees are paid or you have applied for a hardship waiver. Please contact the Child and Youth Program, Resource and Referral office for information on hardship waivers.

To remain enrolled, payment must be made even when your child is absent due to illness.

Patrons with verifiable emergency leave may be eligible for a waiver of fees for up to 30 days. Submit your request with a copy of your emergency leave papers to your CDC Director. Upon approval from the Chief, Family Care Branch, your account will be credited.

Fees are determined by DoD and based on an average cost of program operations for one year. Fees associated with Universal Pre-Kindergarten care and SAC are inclusive of school out days and early release days. Summer, winter, and spring breaks are not included. Payment for care during the breaks is based on a weekly fee schedule and are considered separate programs that you must register for.

Fees will not be pro-rated for holidays, base closure, or emergency closure. For a review of your fee level assignment due to a reduction in family income, contact the Resource & Referral Office. Once all pertinent documentation is reviewed, you will be notified of your fee category.

**NOTE:** Your priority for placement is tied to employment/school status at the time your child was placed in care. If your total family income has decreased due to someone no longer working or attending school full time, this will also impact your Priority level for care. There is a possibility you could be supplanted, if necessary, since your priority level will change.

## Emergency Contact Information

Families are required to keep their emergency contact information up to date. Please notify R&R or your program whenever you have a change. If something happens to your child and we cannot reach you, we will call your emergency contacts. During an emergency is not the time to discover everyone on your list has moved. In the event of an emergency, if we cannot reach you or one of your emergency contacts, we will then reach out to your command and/or PMO to assist in locating you.

## Child Guidance

CYPs use positive guidance strategies. Research shows that the most effective and long lasting strategies are those that guide children to engage in positive behaviors. CYP Professionals receive annual and ongoing training in child guidance and use a variety of positive guidance strategies to promote appropriate behaviors, including the following:

- Getting to know individual children in care and responding to their individual needs with respect, acceptance and appreciation.

- Keeping a consistent and reliable daily schedule.
- Giving clear, simple instructions and setting clear limits.
- Focusing on building trust, community and self-esteem.
- Organizing activities to reduce waiting and down time, so that children are engaged in positive activities.
- Encouraging children to learn and use conflict resolution strategies while staying present to assist, discuss and work out solutions.
- Teaching social and emotional skills while closely supervising children to intervene during peer interactions and prevent, whenever possible, a behavioral incident before it happens.

“Horseplay”—rough, physical play that can cause harm—is not permitted.

## Self-Regulation

Our programs strive to practice the principles of “Conscious Discipline,” the continuous process

A photograph of a young girl in the foreground, wearing a green and white striped dress and a green headband with polka dots. She has her hands covering her eyes. In the background, three other children are walking, slightly out of focus. The scene is outdoors, possibly a schoolyard, with a building in the background.

*“Children are mirrors, they reflect back to us all we say and do.”*

—Pam Leo

of teaching a child to regulate their body and emotions. Our goal is to aid the child in developing a sense of self and achieving appropriate means of expression and interaction with others and the world around them. Children function best when they feel safe, nurtured, and have the power to make choices. A parent or teacher's job is to make a child feel safe.

Classrooms are designed to be safe environments, and staff are trained to recognize and respond to the needs of children. Staff utilize strategies of redirection, assisting a child to engage with an activity, toy or person, and focus on calming techniques. If a child displays consistent difficulty with maintaining regulation and control, additional resources, such as our Behavior Specialist, may engage to provide strategies to classroom staff. Behavior Specialists also involve parents, as parents have the greatest expertise about their child. CYP makes every effort to assist children in gaining self-regulation skills in a group care environment and makes referrals to additional resources as needed.

## Behavioral Interventions

When behavioral incidents occur, CYP Professionals often respond through redirection and other developmentally appropriate behavior teaching strategies. If the challenging behavior continues and cannot be resolved based on initial CYP modification efforts, then the program will respond appropriately to maintain safety and inform parents. Subsequent engagement with all parties may occur to collaborate on strategies for resolving the concerning behavior.

Whether your child is very young and still learning appropriate behaviors, or your child is older and made a poor choice, CYP Professionals are available to discuss positive strategies with you to prevent further incidents.

If your child presents a direct safety threat to self or others, suspension and/or termination of services is a possible consequence. The level of the CYP Professional's response depends on the seriousness of the incident and the responsiveness of the child to positive redirection.

CYPs encourage families to refrain from discussing incidents with other families and to trust CYP Professionals to handle incidents appropriately.

## Addressing Persistent Behavioral Challenges

If a child continually struggles with behavioral issues, the first step is to determine what need is being communicated through his or her behavior. CYP Professionals will request a family conference to review and discuss the reports regarding behavioral incidents.

If the child's safety and/or the safety of others is a concern, CYP will request a meeting with all involved parties to develop a written plan outlining the responsibilities in addressing behavioral needs. The meeting is designed to evaluate children's needs in the context of the program. Recommendations may include support plans, additional resources and strategies, and occasionally suggestions for alternatives in care environments. Together, the team will create a plan that best meets the needs of the child. If all attempts to improve behavior have been exhausted and your child continues to present a direct safety threat to self or others, your child may be removed from care and an alternative type of child care may be suggested.

## Bullying

CYPs are responsible for creating safe, caring, respectful environments for children.

Bullying—including cyberbullying—is strictly prohibited. CYP defines bullying as:

- Any aggressive and unwanted behavior that is intended to harm, intimidate, or humiliate the victim.
- A real or perceived power imbalance between the aggressor(s) and victim.
- Any action that is repeated over time or causes severe emotional trauma based on a real or perceived characteristic, such as race; color; religion; ancestry; national origin; gender; sexual orientation; gender identity and expression; or mental, physical, or sensory disability.

CYP Professionals are trained to prevent, look for signs of, and intervene in bullying situations. If children engage in bullying behaviors, CYP Professionals respond with behavioral interventions that are appropriate to the seriousness of the situation. Families and CYP Professionals must work together to keep all children safe from bullying.



The operations and programming at our CDCs take a comprehensive approach to quality. We use a carefully chosen curriculum, well-crafted lesson plans, and a rigorous training schedule that ensures CYP Professionals are current in Early Childhood Education (ECE) best practices. Every detail leads to one goal—a quality experience for your child that nurtures growth and development.

CYP health and safety practices follow the guidelines in *Caring for Our Children: National Health and Safety Standards Guidelines for Early Care and Education, 4th ed.*, published jointly by the American Academy of Pediatrics, the American Public Health Association, and the National Resource Center for Health and Safety in Child Care and Early Education. The foundation of these practices is ongoing, high-quality professional development for all CYP Professionals in health and safety, including first aid and CPR training, thorough background checks, ongoing monitoring, health and safety inspections and fire and emergency drills conducted on a regular basis.

In addition, each program is prepared in the event of an emergency with an emergency response plan specific to that location. If any emergency should take place in which children, youth, and CYP Professionals must leave the facility, you are notified as soon as possible. We will always keep you informed of your child's safety and location during emergencies.

The health and well-being of all children enrolled in CYP is a priority. Every effort is made to stop the spread of communicable diseases. Families are asked to assist staff members by not placing sick children in the CDC/SAC. Families will be notified of any known communicable diseases to which children in the center have been exposed. Exclusion and readmission criteria may change at the direction of local public health officials in times of wide spread illness outbreak/pandemic.





*“Don’t worry that children never listen to you; worry that they are always watching you.”*

*—Robert Fulghum*

### **Child Health Screenings**

Staff members will observe each child upon arrival and during the day for obvious signs of illness. Children who appear to be ill will be denied admission or requested to leave the center. Please review Appendix C, Daily Health Checks, for further information.

The decision to send a child home is made by the designated Program Manager.

### **Curriculum**

CDCs use Early Learning Matters (ELM) curriculum, developed by Purdue University. ELM promotes positive outcomes in all areas of development from birth to age 5 years. It is based on the latest research on child development and best practices in early childhood education and care. ELM offers a comprehensive, developmentally appropriate approach to meaningful learning for all children.

ELM curriculum builds on children’s pathways of development in five infant/toddler areas and eight preschool areas. The plans support growth and development with a range of active learning opportunities that include careful attention to differences in children’s abilities and interest.

## Environments

Our CDCs offer indoor and outdoor experiences that are important to a child's growth and learning. All program environments are designed for your child to explore. Weather permitting, children of all ages could have an opportunity to go outdoors every day to enjoy a safe play environment with age-appropriate equipment and materials that are in excellent condition.

## Transitioning from Home to the CDC

Some children experience distress when separated from family members, while others separate from their families quite smoothly. Both reactions are developmentally appropriate when a child transitions from home to a care environment. To facilitate the transition process into care and help minimize the child's (potential) separation anxiety, families receive a daily schedule and program information, tour the child's classroom or activity area, and meet staff members and other children. We invite you to have frequent conversations with your child about what their experience at the CDC will be like prior to their first day of care. Please feel free to discuss preferred communication methods with your CYP Professionals so that you may work together to make your child's transition a positive experience. Please note, however, we are not authorized to have children bring toys, blankets or other items of comfort to the program.

## Transitioning to a New Classroom

Over time, children enrolled in CDCs may need to transition to new classrooms as they develop the need for new challenges and social interactions in their peer group. The timing of classroom transitions is based on many factors, including consultation with the family, the child's age and developmental readiness, and space availability. You are invited to visit your child's new classroom in advance of the transition to meet the new teachers and help make the transition smooth and enjoyable. Children are gently integrated into their new environment through a series of visits to the new classroom. CYP Professionals are always available to answer questions and discuss how your child's transition is going. If you have concerns about classroom changes or any other transitions, please talk with your CYP Professionals.



## Biting

Biting is a very common behavior in infants, pre-toddlers, and toddlers and occasionally occurs with younger preschoolers. Infants mouth objects to learn about them. This tendency often leads to biting behaviors, especially when they feel teething pain, frustration or confusion. As young children learn other ways to communicate, biting generally lessens and then disappears.

Although common, biting can be upsetting and harmful. CYP Professionals are trained to watch for signs and hopefully prevent biting incidents, and they use positive strategies to redirect children to more appropriate situations or behaviors. However, some behaviors take time and consistent responses from caregivers to eliminate. If a child is injured due to the biting behavior of another child,



CYP Professionals will treat the injury and provide the family with the Incident Report form. Due to confidentiality requirements, the identity of the child who has bitten another is not shared. If a child's biting persists, a CYP Professional will contact the family to schedule a conference to discuss the concern. Together, a plan of positive strategies will be developed to help children learn more appropriate responses.

Children, 36 months and older, who bite will be excluded from the program for the remainder of the day. The safety of all the children in the program is of utmost concern; therefore, children who bite in this older age group will have services terminated after three bites.

### **Family Conferences**

Our CDCs offer scheduled family conferences twice a year for children ages 6 weeks to 5 years. Conferences are opportunities for focused, two-way communication between you and your CYP Professionals, which allows them to create and share with you the developmental profile for your child. This profile helps CYP Professionals assess your child's progress toward typical developmental milestones. This tool is used to plan for your child's continued growth, accounting for any special help or accommodations, if needed. You will also discuss any changes in your child's behaviors, learning styles, medical needs, upcoming transitions, and other topics as needed to best support your child and your family.





## Family Style Dining

Meals in the CDCs are served “family style.” Family style dining teaches and positively reinforces family dining skills and engages children in conversation, which aids their development of social skills and oral language skills. Parents are always welcome to join their child in family-style dining. Just let a CYP Professional know you’re coming.

## Classroom or Activity Space

Our CDCs offer classrooms for infants, pretoddlers, toddlers, and preschool children. All classrooms have access to natural daylight, developmentally appropriate toileting facilities, and enough room for both energetic exploration and quieter play. Our CDCs offer both group learning experiences and independent learning.

## Storage for Personal Belongings

Your child is provided a special place, such as a cubby, labeled with his or her name to store personal belongings such as a coat and other clothing. Items of monetary or sentimental value are best left at home, although centers may make exceptions for special projects or special occasions. Please talk with your CYP Professional in advance. All basic care items, such as lotion, diaper cream, etc. must be checked in and documented at the front desk. Program staff will deliver the basic care items to the classroom for use once all documentation is complete.

## Child’s Attire

Your child participates in a variety of activities both indoors and outdoors. Dress your child in comfortable and weather-appropriate clothes and shoes that are suitable for indoor and outdoor play, including sensory and sand activities and working with art materials. Shoes must have closed toes and heels, such as sneakers. Open-toed sandals, flip-flops, and Crocs are not allowed. Every child enrolled must have at least two full changes of clothing at the center, including underwear and socks; three changes of clothing are recommended.

## Diapers

Only disposable tabbed diapers and disposable wipes are permitted in the CDC. Should cloth diapers be needed, a physician’s certification is required stating the period of time for which such diapers are necessary. Families are encouraged to leave a supply of diapers and a container of wipes at the center. Teachers will notify parents of the need for additional diapers on the Daily Activity Sheet. Pull-ups are not acceptable for use until your child is potty training.

## Toilet Training

Just as children learn to walk at different times, children learn toileting skills at different times. CYP Professionals partner with families to support each child’s toilet learning and to accommodate the different stages of development. If there are unique circumstances for your child, please talk with a CYP Professional.



## Prevention of SIDS

CYP Professionals are trained in minimizing the risks associated with Sudden Infant Death Syndrome (SIDS) and adhere to the following practices:

- All infants 12 months and younger are placed in a crib on their backs to sleep. If your child has a medical condition that requires a modified sleep position, please talk with your CYP Professional.
- Our CDCs only use cribs and firm infant sleeping surfaces that meet current standards of the Consumer Product Safety Commission (CPSC).
- Our CDCs never use blankets in a crib.
- Soft toys or other soft items are not allowed in an infant's sleeping space.
- Our CDCs use only approved pacifiers with no cords, toys, or anything else attached to them.
- Once an infant can roll back to front / front to back, the infant is allowed to remain in the sleep position they assume.
- Infants are not swaddled with blankets or swaddlers, nor are their arms swaddled or wrapped.
- Infants who arrive asleep in car seats are immediately moved to an approved sleeping surface.

Families are strongly encouraged to follow the same SIDS prevention guidelines at home.

## Infant Feeding

We understand infant feeding schedules, amounts, and types vary from one infant and family to another. CYP Professionals work with you to individualize your baby's feeding plan. Whether you are breastfeeding, providing pumped breastmilk or formula, or a combination, your CYP Professionals are your partners in creating an infant feeding plan that is the right fit for your baby's nutritional needs and developmental stage.

CYP Professionals are trained in best practices in infant feeding based on the National Association for the Education of Young Children (NAEYC) standards. A few highlights of those high standards on nutrition and safety include the following:

- Infants are fed on demand and based on their individual nutritional needs and developmental stage.
- No solids are served to infants younger than 6 months of age, unless that practice is recommended by the child's health care provider, clearly identified on the child's health assessment, and approved by the family.
- All bottles of breastmilk or formula must be labeled with your child's first and last name, the date and time prepared and will be returned daily to the parents for cleaning.
- All bottles of formula and/or breast milk need to be ready-to-feed, prepared by parents, and cannot be mixed with any other substances or additives. Exceptions to this requirement are only provided upon receipt of written documentation signed by the child's health care provider stating your child has a medical reason for this type of feeding. Without proper documentation it cannot be served in the CDC.
- Only plastic bottles will be used for children older than six months of age, and bottles may not be used by children over one-year-old.
- CYP Professionals hold infants as appropriate to their age and development as they drink from a bottle. Bottle feeding is done in a manner to minimize disease and promote interaction. Bottles are never propped, never heated in a crock pot or microwave, and infants are never put to sleep with a bottle.
- For health and safety reasons, a bottle of formula or breastmilk must be discarded within one-hour after it is first offered to your child. Unfinished bottles will not be left out and must be stored in a location specific to each child (e.g., infant's cubby) and will be returned at the end of the day each day.
- Parents will provide infant food in unopened factory-sealed containers. Unused portions (after feeding your child) will be stored in the same container in the refrigerator and returned to the parent at the end of each day.
- CYP does not feed water or cow's milk to infants younger than 12 months, and it serves only reduced fat (2%) milk or whole milk to children aged 12 months to 24 months.

## CDC Rest Periods

Rest periods are scheduled for all full-day enrolled children. Infants are allowed to establish their own sleeping patterns. All children in the pretoddler through preschool full-day classrooms will have an opportunity to rest. Children are not required to sleep but are encouraged to rest quietly during this time. After an initial quiet time, children who do not fall asleep will be offered quiet activities. Each child is assigned a crib or cot and crib sheets are laundered daily. Parents are encouraged to provide a blanket for their child's comfort. Blankets should be taken home weekly and laundered.

## Outdoor Play

Children should be dressed appropriately for the season regarding daily outdoor play. Children will not be kept inside per request by family. Children too ill to participate in the normal daily activities should be kept at home. Outdoor play keeps children physically healthy and mentally well. When playing outdoors, children will:

- Release pent-up energy
- Develop gross motor skills
- Discover different sounds and smells etc.

During the summer months, the flag conditions as used by Marine Corps Base Camp Butler to determine safe training environments are also used for determining outdoor play times. Children are not permitted to play outdoors during black flag conditions.

## Pets and Plants

Pets and nonpoisonous plants may be components of the child development setting. Nonpoisonous plants are grown in activity rooms and playgrounds to enhance the physical environment. Pets may reside in the activity room or be an occasional visitor. All pets must have a veterinary certification indicating they are disease-free and have current shots. Pet visits may be arranged with your child's teacher. If your child is allergic to certain animals, please list this on the enrollment form.

## Birthdays and Celebrations

Birthdays are celebrated by the teachers in each CDC/SAC. The child's birthday is acknowledged, and the teacher works with each child to ensure he/she feels honored on his/her special day. However, we do not allow parties, character visits, food or candy or other treats to be brought to the facility to celebrate a birthday. Parents who desire to hold birthday parties must do so outside the center. Staff will assist parents planning parties by providing names of children in the classroom and distributing invitations brought to the center. When invitations are brought to the CDC for distribution, we request that all children in the classroom be given an invitation.

Many different holidays are celebrated in the CDC, including some from other countries. Parents are encouraged to participate in these holiday celebrations by engaging in special activities designed for parent-child interactions. If your child cannot participate in these events for any reason, please discuss with your facility's director so that appropriate accommodations can be made.

## Field Trips

Depending on the location of your center, resources, weather, and other factors, your center may offer field trips as part of routine programming to benefit your child's learning and development. Field trips may occur both on and off the installation. During enrollment, parents are asked to sign the annual CYP Permission & Authorization Form, which includes





permission for field trips. Infants may take “buggy” field trips within a short distance from the center, and pretoddlers and toddlers may take short, age-appropriate walking field trips to enhance their learning. Only preschool children or older may take field trips in motor vehicles.

All vehicles used to transport your child on field trips meet the Installation’s school bus safety standards and applicable local laws. All drivers are trained and licensed to meet local and Installation requirements. Our CDCs comply with all seatbelt and child safety seat regulations during field trips. CYP Professionals may not transport enrolled children in personal vehicles.

### **Clothing**

Children should be dressed appropriately for active play. To prevent injuries sandals, Crocs, and open-toed shoes are prohibited. Rubber-soled shoes are most effective for young children when climbing on playground equipment or participating in gross motor activities. Children in Pretoddler, Toddler and Preschool classrooms must have footwear. A complete change of clothes (i.e. under-pants, socks, shorts/pants, and shirt) for each child must be kept at the center for emergencies.

Should all available clothing be soiled, parents will be contacted to bring additional

clothing to the CDC. Precautions will be taken to safeguard clothing and/or personal belongings. However, we will not be responsible for lost or damaged articles. Children’s names printed on the inside labels of their clothing and personal items is strongly recommended. Children will play outside every day, weather permitting. Please make sure your child has appropriate outer wear for the season. Indoor temperatures can vary greatly, so it is always best to have something for your child to put on to avoid getting chilled.

### **Toys**

Toys are discouraged from being brought to CDC/SAC unless the child’s teacher has requested children bring something to school. CYP staff cannot be responsible for items brought to the center. Please speak with your Program Director regarding items for nap time at the CDC.

### **Apparel and Attachments**

Children attending the CDC are not to carry, wear or introduce any items into the environment that CYP has determined could pose a safety risk. These items include, but are not limited to, necklaces, earrings (except for posts that are securely fastened), bracelets, tethers, leashes, air tags, etc. Teachers may remove any such items and return them to the parent.





Youth/Teen Programs (YTPs) go far beyond keeping your youth “busy.” They offer quality programming that helps develop character. The School Age Care (SAC) program earns national accreditation through the Council on Accreditation (COA). Additionally, YTPs maintain affiliation with a nationally recognized, high-quality organization to bring new experiences, challenges, and a wide variety of opportunities to youth in their out-of-school hours. Our YTPs are affiliated with Boys and Girls Club of America (BGCA). This affiliation, along with a robust programming schedule, show our commitment to providing a broad range of positive options for your youth to grow, learn and thrive.

YTPs offer your youth opportunities to build leadership skills, enhance educational experiences, learn and use technology, explore career choices, and expand health and life skills. CYP Professionals help youth incorporate sports, fitness and the arts into their daily lives and provide quality experiences to expand their horizons.

Part of Youth/Teen programming is designed to support youth in achieving academic goals by offering suitable environments for completing homework. In addition to spaces for recreation and socializing, YTP facilities offer quiet spaces for study and concentration stocked with homework supplies, computers, and other research materials.



### **Storing Personal Belongings**

Lockers are available for daily use; however, they cannot be locked. We encourage our participants to use the lockers, but to leave valuables at home or on their person.

### **Accommodating Learning Styles**

Children and youth develop through a variety of learning styles. CYP Professionals are trained to recognize learning differences and use strategies to best accommodate everyone. CYP Professionals build in opportunities as often as possible for self-paced exploration to nurture the development of new skills or knowledge.

## Youth Attire

All participants must wear closed-toe shoes for safety purposes. Flip flops, Crocs, etc. are not authorized footwear except at the pool for field trips. Participants are expected to wear clean, appropriate fitting clothing free of rude, and/or offensive language or photos, profanity, gang affiliation, etc. Appropriate clothing expectations are similar to what a child may wear to a DoDEA school. Additional information is available at your local SAC or YTP facility.

## Youth and Teen Foods

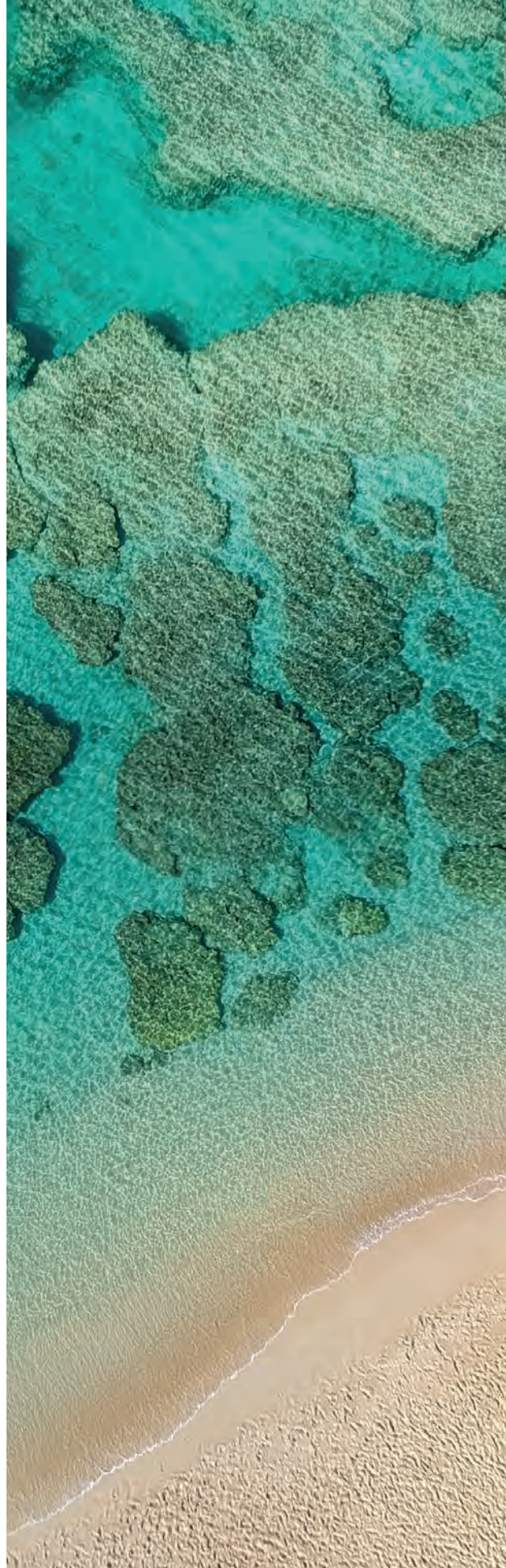
Youth (ages 10-12) and Teen (ages 13-18) programs provide grab-and-go food for participants. Along with a variety of activities, food and drink is available at no cost to participants. Options focus on quick easily edible type items as well as foods created in cooking clubs. Health and fitness programs are required components of Youth and Teen activities; therefore, healthy, and nutritional choices are provided whenever possible. Depending on availability, we strive to offer fresh fruits, prepared vegetables, healthy snacks and a variety of options during special events.

## Field Trips

SAC, and YTP offer field trips throughout the year designed to expose children and youth to the beauty of the island, local culture, and new experiences. Permission slips are required for any trip (on/off base) and will be made available prior to the event. Participants are welcome to bring spending money and they will maintain responsibility for their own belongings.

## Youth Connections

Many youth not only experience the usual challenges of transitioning from childhood to adulthood but also are working through unique challenges associated with military life, such as frequent moves and being away from their friends and family through Permanent Change of Station (PCS) and deployments. Connecting to people is what makes the difference between a smooth transition and a rocky one. We can connect your youth with sponsorship programs at each Installation. Youth Connections, aimed primarily at preteens and teens, helps youth integrate into a new community of friends and mentors when they move to a new Installation. CYP Professionals identify incoming youth, connect them with youth currently on the installation, and provide information about programs and activities on the Installation and in the surrounding community.





## Behavior Expectations

Children and youth can show respect for themselves and others in a variety of social situations. As young people, they are still in the process of developing positive social and emotional skills. SAC and YTP facilitate behavioral growth and learning by setting clear expectations for behaviors that are clearly communicated and positively reinforced.

Should your SAC child display challenging behaviors that cannot be redirected by the staff, and/or pose a threat to themselves or someone else, you will be contacted to pick them up right away.

Any youth/teen exhibiting disruptive behavior, using inappropriate language, or engaged in unlawful conduct will be asked to leave the facility immediately.

## Screen-Based Media

Computers are widely available in the facilities for children and youth to foster learning. Offering your youth opportunities to explore interests and engage with technology allows CYP Professionals to guide him or her toward meaningful educational and positive recreational uses for screen-based media. YTP encourages research and information retrieval, socialization and networking, communicating with duty-deployed family members, connecting with loved ones and friends separated due to PCS, and connecting with CYPs on Installations where your youth may be moving, such as with the Youth Connections program. All CYPs follow the American Academy of Pediatrics (AAP) guidelines for screen use limitations for youth.

SAC and YTPs want to partner with you to ensure your youth is safe and building healthy screen-based media habits. You and your youth must sign an agreement to use screen-based media (such as computers, tablets, or gaming devices) while participating in CYP. If you have any questions or concerns regarding your youth's screen-based media use, please talk with a CYP Professional.



Safety is the number one priority in our programs. Should your child engage in behavior or actions that are deemed unsafe to themselves or others, you will be notified immediately. Depending on the circumstances, your child could be temporarily suspended from care.

To ensure the safety of all participants, please do not send your child to care with any loose earrings, bracelets, hoodies with tie strings, any tracking items such as Air Tags attached to their belongings or on their person, sandals or flip flops. Children cannot wear Crocs in the facility, so we ask that you please provide solid and safe footwear for them with a heel strap and closed toe.

## Child Illness or Serious Injury

Your child must be free from illness or serious injury to attend the CYP. For children ages 5 years and younger, a CYP Professional conducts a daily health check through direct observation and asking your child questions. Older children and youth are asked how they are feeling if they appear unwell. If your child shows signs or symptoms of an illness that requires temporary exclusion from the program, you will be notified to pick up your child immediately. If your child is not well enough to participate in scheduled activities (including outdoor time), he or she should remain at home. Depending on the type and seriousness of the illness or injury, your child may need clearance from a physician to return to care.

To learn what symptoms and signs of illness indicate that your child should stay home, refer to Appendix D for Exclusion Guidelines.

**NOTE:** While a doctor may provide written notification stating your child may return to care, you must meet CYP protocols **BEFORE** your child can return to the program.

## Prescription and Over-the-Counter Medications

The best place for your child to take a prescription medication is at home. If the dosage schedule and your work schedule make it impossible to administer a medicine only at home, then CYP Professionals will work with you on a case-by-case basis to determine if they can administer the medicine in the program. Only CYP Professionals who have completed medication administration training, conducted by a health care professional, will provide medicine to your child.

Administration of a medication is allowable only under the following conditions:

- The medication must be prescribed by a licensed health care provider, even if it is available over-the-counter.
- Parents must complete a Medication Authorization Form, accompanied by the prescription labeled medication or a signed statement from the prescribing physician specifying the medication type and full instructions for dosage, times, and application.
- Prescriptions and instructions must be in English. Prescriptions and supporting documentation in any language other than English is not authorized and will not be accepted.
- Parents must administer the first dose of a new medicine at home.
- The medication must be in its original container with its original label.

The label clearly shows the following:

- The child's first and last name
- Date prescription was filled
- Expiration date
- Name of the prescribing health care provider
- Instructions for administration and storage
- Name and strength of medication

Medication will be stored properly and returned to parents when the period for administration ends.

## Non-Medicated Topical Products

When needed, you will be asked to sign a permission form authorizing CYPs to apply topical, non-aerosolized, nonprescription products on an as-needed basis, such as a sunscreen, moisturizing lotion, bug repellent, or diaper rash ointment. We do not administer any herbal, folk or homemade remedies.

## Infection Control

CYPs minimize the possibility of spreading infection through proper hygiene practices. All CYP Professionals use and teach proper procedures to wash hands and are also trained in general infection control, safe food handling, and diapering and toileting procedures. The easiest and most effective way to stop the spread of infection is through careful hand washing. Everyone, including CYP Professionals, children, youth, parents, and other visitors, must wash their hands upon entering a program area, or classroom, even if they just came from another program area or classroom.

These types of safe hygiene practices reduce the risk of infectious disease and/or illness and help to ensure the health and safety of your child.

## Food Allergies

Our programs plan healthy, appealing meals and snacks designed to meet nutritional requirements. If your child is unable to consume certain food(s) due to a medical condition (intolerance, allergy, etc.), you must provide a written statement from your health care professional that specifically identifies food(s) to avoid and recommended substitutions that meet dietary requirements.

CYP Chefs will use this documentation to make every attempt to provide the recommended substitutes for your child. CYPs post menus in advance so families can make informed food decisions. However, please note outside food cannot be brought into the facility except for infant feedings.

**Food substitutions cannot be made based on parental preference.**

## Severe Allergy Situations

Although CYP food substitution policies work for most food allergy situations, a child may have allergies too severe to eliminate every risk factor. If this applies to your child, please talk with a CYP Professional to request an Inclusion Action Team (IAT) meeting. Ultimately, parents must determine whether the risk of allergens in a group care setting makes that program the best choice for their child.

## Injury Prevention

CYP facilities are safe places for children. All CYP Professionals are certified in CPR and First Aid and are trained to help prevent accidents and injuries from occurring. CYP Professionals treat minor injuries using standard first aid procedures and provide you with an Incident Report. If a more



serious injury occurs while your child is in care, CYP Professionals will provide immediate care and then contact you and emergency services (if needed). Depending on the severity of the injury, you may be asked to provide a clearance from a physician before your child returns to care to ensure appropriate accommodations are made for your child. Keep your child's emergency contact information current so you can be reached as soon as possible when needed. If an injury involves another child, CYP Professionals maintain confidentiality regarding the identity of the other child and the outcomes of the injury.

## Emergency Preparedness

CYPs practice all established emergency procedures so that everyone in the program or facility has a calm, clear plan of action in the event of an emergency. CYP Professionals model a matter-of-fact approach to emergency procedure drills. In case of an actual emergency that requires a sudden need to change operating hours, the CYP will notify families immediately. No matter what the unexpected situation, the safety and supervision of children remains the CYP's top priority.

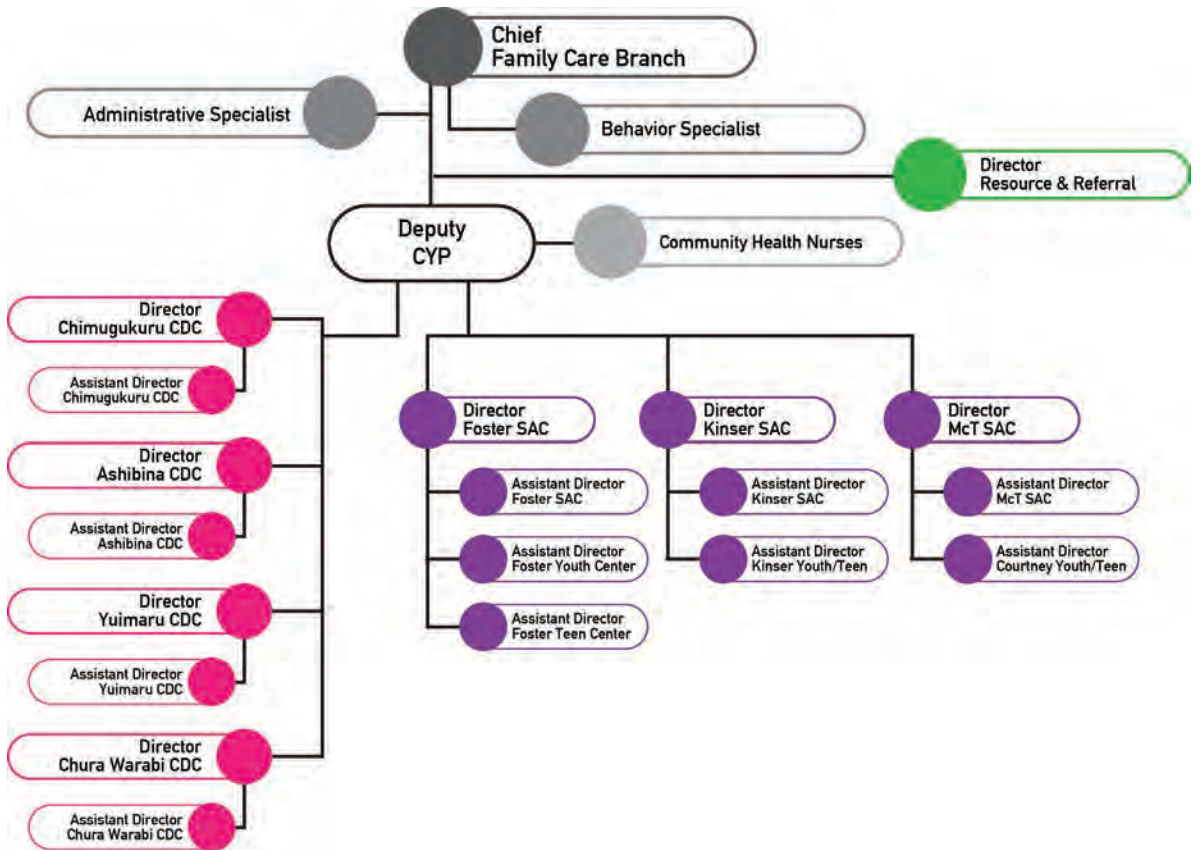




### Staff Ratios

DoD mandated staff to child ratios are maintained at all times in order 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 in effect at all times for CDC, SAC and Youth/Teen programs.

<b>AGES</b>	<b>STAFF/CHILDREN</b>
6 weeks-12 months (Infant)	1:4
13 months-24 months (Pretoddler)	1:5
25 months-36 months (Toddler)	1:7
37 months-5 years (Preschool)	1:12
Kindergarten-18 years of age	1:15



Types of Touch by Age Category		
Age Category	Appropriate Touch	Inappropriate Touch
Infant, Pretoddler, and Toddler	<ul style="list-style-type: none"> <li>• Cuddling</li> <li>• Holding</li> <li>• Rocking</li> <li>• Gently patting a child's back for a short period at rest time</li> <li>• Sitting in the CYP Professional's lap</li> <li>• Hugging</li> <li>• Hand holding</li> <li>• Stroking the hair to assist in resting</li> <li>• Changing diapers and assisting with toileting (i.e., wiping child, putting on diaper rash cream, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Pinching, hitting or punching, squeezing, slapping, shaking, arm twisting or grabbing*</li> <li>• Physically restraining a child**</li> <li>• Any form of physical punishment</li> <li>• Violating laws against adult/child physical or sexual contact</li> <li>• Forcing of hugs, kisses, or other touches on the child</li> <li>• Kissing a child on the lips</li> <li>• Tickling</li> <li>• Holding a child down on his/her cot to force napping</li> </ul>
Preschool	<ul style="list-style-type: none"> <li>• Hand holding</li> <li>• Assisting child with activities</li> <li>• Child initiated hugs</li> <li>• Assisting with toileting accidents, if necessary</li> <li>• Assisting a child with unsafe behavior by physically responding to protect everyone's health and safety**</li> <li>• Sitting on CYP Professional's lap at the request of the child (i.e., verbal or nonverbal)</li> </ul>	<ul style="list-style-type: none"> <li>• Forced goodbyes</li> <li>• Tickling</li> <li>• Pinching, hitting, punching, squeezing, slapping, shaking, arm twisting or grabbing*</li> <li>• Restricting a child's movement by any means in any way</li> <li>• Physically restraining a child**</li> <li>• Any form of physical punishment</li> <li>• Violating laws against adult/child physical or sexual contact</li> <li>• Forcing of hugs, kisses, or other touches on the child</li> <li>• Kissing a child on the lips</li> <li>• Holding a child down on his/her cot to force napping</li> </ul>
Youth and Teens	<ul style="list-style-type: none"> <li>• Sitting side-by-side with youth</li> <li>• Touches on the shoulder</li> <li>• Pats on the back</li> <li>• Handshakes</li> <li>• Assistance in taking care of injuries</li> <li>• Application of sunscreen to face, neck, and back only</li> <li>• Hugging when initiated by the youth/teen</li> <li>• Assisting a youth/teen with unsafe behavior to calm down by physically responding to protect everyone's safety**</li> </ul>	<ul style="list-style-type: none"> <li>• Youth sitting on a CYP Professional's lap</li> <li>• Kissing</li> <li>• Pinching, hitting, punching, squeezing, slapping, shaking, arm twisting or grabbing*</li> <li>• Any form of physical punishment</li> <li>• Physically restraining a youth/teen</li> <li>• Violating laws against adult/child physical or sexual contact</li> <li>• Forcing of hugs, kisses, or other touches on the youth</li> </ul>

\*Grabbing is inappropriate unless it protects the child or youth from immediate danger, protecting his/her safety.

\*\* A physical response may be needed for a child or youth with unsafe behavior because there is observable action that puts the child or youth or others at risk for immediate harm and it is probable that the action will lead to actual injury.



## USMC Child & Youth Programs Daily Health Check

### What is it?

The Child and Youth Programs (CYP) Professional performs a daily health check by observing each participant when he/she enters the classroom and having a short conversation with the parent/guardian to see if they notice anything unusual. It is a way for CYP Professionals to check for a change in a participant's health and wellbeing. A daily health check helps CYP Professionals establish what is normal or abnormal for each participant.

### Why do it?

To determine if a participant appears or is behaving differently than usual. The sooner sick participants are identified, the sooner their health needs can be addressed. Early identification of illness can also reduce the spread of illness or disease.

### Who does it?

CYP Professionals do a daily health check. The CYP Professional should perform a daily health check in a relaxed and comfortable manner that respects the family's culture as well as the participant's body and feelings.

### When to do it?

CYP Professionals should perform a daily health check when a participant first arrives at the facility and when the parent/guardian is still present. It can be repeated periodically throughout the day, as necessary.

### How is it done?

Start by getting on the participant's eye level then:

#### **LOOK** - for signs and symptoms of illness.

- Changes in mood or behavior
- Change in activity or energy level, listlessness or difficulty moving
- Runny nose or eyes
- Drainage from open sore
- Skin changes such as a rash, swelling, bumps or redness
- Scratching, tugging at a part of the body or holding a body part

**LISTEN** - for complaints and unusual sounds from the participant that might indicate they are not feeling well. Listen to what a parent shares about the participant or other illnesses in the family.

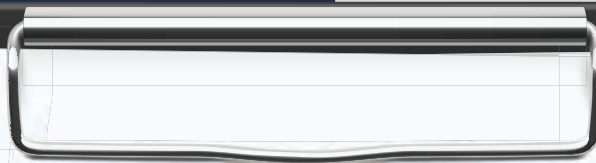
- Continual crying or unusual fussiness
- Groans
- Wheezing, sneezing, labored breathing Hoarseness
- Coughing

**FEEL** - for a change in the skin that might indicate a fever or dehydration.

- Moistness
- Unusual warmth

**SMELL** - for unusual odors that might indicate an underlying disease.

- Fruity sweet breath Foul breath
- Unusual urine or bowel movement odors



## Daily Head to Toe Health Check

If the participant has any of these symptoms, he/she may be ill.

- |  |   |
|--|---|
| <input type="checkbox"/> Shows a change in behavior or mood—less active, less energy, sleepier, easily irritated | <input type="checkbox"/> Coughing severely                          |
| <input type="checkbox"/> Looks different from normal   | <input type="checkbox"/> Has skin rash or discoloration             |
| <input type="checkbox"/> Complains of not feeling well   | <input type="checkbox"/> Has drainage from an open sore             |
| <input type="checkbox"/> Has itchy skin or scalp   | <input type="checkbox"/> Has unusually warm skin                    |
| <input type="checkbox"/> Is pulling at ear   | <input type="checkbox"/> Eating or drinking more or less than usual |
| <input type="checkbox"/> Has drainage from the eyes  | <input type="checkbox"/> Is vomiting or has diarrhea                |
| <input type="checkbox"/> Has a runny nose  | <input type="checkbox"/> Is not urinating                           |
|  | <input type="checkbox"/> Is off balance or walks unevenly           |

At the beginning of the day when the parent is still at the facility, CYP Professionals and parents can decide together on a plan of action to support the participant's health. If the participant needs to be excluded from care the parent/guardian can leave with the participant and tend to his/her health needs.

If the child becomes ill during the day, the CYP Professional should notify the designated program manager to contact the parent/guardian. Children who are ill or contagious must be excluded from childcare based on CYP Exclusion Criteria. Parents/guardians may need to consult the child's health care professional before a child can return to childcare.

<ul style="list-style-type: none"> <li>Regardless of having met other criteria, participants may NOT be admitted with a fever.</li> <li>All participants must be well enough to participate comfortably in daily activities.</li> </ul>	
Conditions for Exclusion from CYP, not limited to, are as follows:	
EXCLUSION CRITERIA	RE-ADMISSION CRITERIA
<p><b>Fever - infants under 4 months of age</b> Fever is <math>\geq 100.4</math> degrees (by any method*) regardless of signs of illness.</p> <p>*CTP does not practice the method of taking rectal temperatures.</p>	<ul style="list-style-type: none"> <li>Recommended for immediate assessment by a health provider; within the hour if possible</li> <li>Doctor's note required to return for infants 2 months or less</li> <li>Infants 2-4 months do not require a doctor's note to return AND</li> <li>Participant may return to care when they are fever free for 24 hours without the use of fever reducing medications, such as acetaminophen (Tylenol) or ibuprofen (Motrin/Advil).</li> </ul>
<p><b>Fever - 4 months and older</b> Fever is <math>\geq</math> to 100.4 degrees (axillary) or 101 degrees (by any other method) AND symptoms of illness or behavior change</p>	<p>Participant may return to care when they are fever free for 24 hours without the use of fever reducing medications, such as acetaminophen (Tylenol) or ibuprofen (Motrin/Advil).</p>
<p><b>Diarrhea (If any of the following exists):</b></p> <ol style="list-style-type: none"> <li>Loose watery stool that frequency exceeds two stools above child's norm while in care</li> <li><b>Diapered Children:</b> two episodes not contained by diaper.</li> <li><b>Toilet-trained children:</b> Two episodes that cause soiling of pants or clothing.</li> <li>Any evidence of blood or mucus.</li> </ol>	<p><b>May return when frequency has returned to no more than two stools above normal and symptoms are at least as follows, prior to returning to care:</b></p> <ol style="list-style-type: none"> <li><b>Diapered children:</b> Stool is contained in diaper, even though it may remain loose/watery.</li> <li><b>Toilet-trained children:</b> No longer soiling pants or clothing.</li> <li>Diarrhea containing blood will require a note from a health care provider to return to care.</li> </ol>
<p><b>Vomiting</b> More than one episode in 8 hours OR One episode associated with fever, other signs of illness, or behavior changes.</p>	<p>No longer vomiting, prior to returning to care, AND child is eating and drinking normally without symptoms of illness.</p>
<p><b>Yellow/Green drainage from eyes</b> <b>Pinkeye/Conjunctivitis</b></p>	<ul style="list-style-type: none"> <li>May remain in care until the end of the day (courtesy call to be made).</li> <li>Children who have pain and/or copious amounts of drainage, may be sent home prior to the end of the day.</li> <li>Doctor's note may be required to return to care the following day.</li> </ul>
<p><b>Rash</b> Rash with fever or behavior changes</p>	<ul style="list-style-type: none"> <li>Doctor's note required to return.</li> <li>If antibiotics are prescribed, may return after treatment has been started.</li> </ul>
<p><b>Impetigo</b> Red, oozing sores capped with golden yellow crust</p>	<ul style="list-style-type: none"> <li>May remain in care until the end of the day (courtesy call to be made), if lesions can be covered.</li> <li>Doctor's note required to return.</li> <li>If antibiotics are prescribed, may return after treatment has been started.</li> <li>Cover lesions if possible. Lesions must remain covered until they are dry.</li> </ul>
<p><b>Chicken Pox</b></p>	<p>Return when all lesions have dried or crusted (usually 6 days after onset of rash).</p>
<p><b>Ringworm (other than scalp)</b></p>	<ul style="list-style-type: none"> <li>May remain in care until the end of the day (courtesy call to be made).</li> <li>Return when treatment is started. Cover lesions for at least the first 24 hrs.</li> <li>Doctors note is only required if the scalp is affected.</li> </ul>
<p><b>Scabies</b></p>	<p>Doctor's note required to return.</p>
<p><b>Head lice</b></p>	<ul style="list-style-type: none"> <li>May return after treatment.</li> <li>Encourage parents to remove all nits. Some nits may be present upon return, but no live lice.</li> <li>Re-treat in 7-10 days.</li> </ul>
<p><b>Measles, mumps, rubella, pertussis, Hepatitis A or other contagious/vaccine preventable illnesses; to include influenza.</b></p>	<ul style="list-style-type: none"> <li>CYP follows public health/preventive medicine guidelines.</li> <li>Participant may return to care when they have remained fever free for 24 hours without the aid of fever reducing medication. Children must be well enough to participate in activities.</li> </ul>

The above information was adapted from the American Academy of Pediatrics publication *Managing Infectious Diseases in Child Care and School, 4th Edition*. Edited by Susan S. Aronson, MD, FAAP and Timothy R. Shope, MD, MPH, FAAP. Published by the American Academy of Pediatrics, 2017.

**THE DECISION TO SEND A CHILD HOME IS MADE BY THE DESIGNATED PROGRAM MANAGER**



# CHILD AND YOUTH PROGRAMS

## Administrative Offices

Open Monday-Friday

07:30 a.m.-4:30p.m.

Closed on U.S. Federal Holidays

Child and Youth Programs .....	645-4505
Resource and Referral (Registration) .....	645-4117
Exceptional Family Member Program (EFMP) .....	645-9237

## Child Development Centers (CDC)

Ashibina CDC (Camp Foster) .....	645-5072/5073
Chimugukuru CDC (Camp Foster) .....	645-3846/2549
Yuimaru CDC (Camp Kinser).....	637-2293/2296
Chura Warabi CDC (Camp Courtney) .....	622-7751/7761

## School Age Care Centers (SAC)

Foster SAC .....	645-7301/3137
McTureous SAC .....	622-9049/9051
Kinser SAC.....	637-3760/3713

## Youth and Teen Programs

Foster Youth Center .....	645-8012/8015
Foster Teen Center .....	645-1004/1006
Courtney Youth and Teen Center .....	622-9702/9711
Kinser Youth and Teen Center .....	637-1755/2868

## IF YOU SUSPECT CHILD ABUSE OR NEGLECT, PLEASE CALL:

Family Advocacy Program .....	645-7233 or (098) 970-7233
Provost Marshal's Office .....	645-7298

Or call the DoD Child Abuse Safety Hotline to  
find out how to report at (571) 372-5348.

