



The three cornerstones of Child & Youth Services are to *ensure Quality, maintain Affordability, and increase Availability for today's family.*

TOBYHANNA ARMY DEPOT FAMILY CHILD CARE PARENT HANDBOOK

The Child & Youth Services Program of Tobyhanna Army Depot is operated in accordance with Department of Defense policy, which prohibits discrimination against individuals, or groups because of race, color, natural origin, non-relevant handicaps or disabilities, religion, age or sex.



Your child's "home away from home"

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Parent Involvement:

Tobyhanna Army Depot offers our parents the opportunity to be involved with the FCC program by becoming a member of the Parent Advisory Board (PAB). This board includes representatives from parents from the FCC program as well as the School Age Services Program, Child Development Program and Youth Services Program. This board holds regular meetings and works to build a partnership with all CYS programs.



Our FCC homes maintain an "Open Door" policy. Parents are welcome and strongly encouraged to visit on a daily basis. Our providers are always willing to listen to your concerns and share your child's experiences in our program. Parents are also asked to attend or participate in special events throughout the year such as the summer picnic, parent/child socials, parent education sessions and holiday events.

All new families are encouraged to call the provider of their choice and schedule a time to interview with the provider and see his/her home. The provider can help assist the families with any questions they might have about the program. All new families will receive a parent handbook.

Professional Development:

Our FCC program is professionally managed and works hard to ensure that the individuals who receive certification are dedicated to providing quality child care for the children in their program. Before becoming certified, applicants must complete a series of steps in the certification process. These steps include an intensive screening process to include background checks completed on everyone in the family older than 12 years of age, an in-home interview, a health assessment, inspection of his/her home by fire, safety and health proponents, and 40 hours of initial orientation training (i.e., child abuse prevention, identification, and reporting; CPR/First Aid, administering medication; communicable diseases; business practices; safety and emergency procedures, nutrition; and developmentally appropriate practices).

The Department of Army considers training to be integral to the quality of care provided for children. Participation in training is required. Along with the initial 40 hour orientation training, providers must also complete the 13 modules that serve as the basis for the Army Caregivers Training Program. Although self-paced, modules must also be completed within regulatory timeliness.

After the initial 18 months of training, providers will be placed on a course of training to include 24 hours annually in: workshops, observations, special projects, readings/videos, classroom environments assessments, updates in CPR, first aid, medication administration, child abuse recognition and prevention, and other installation Requirements.

The FCC Program offers providers many on-going training opportunities to include resources and support for obtaining their Child Development Associate (CDA) and their home accreditation with the National Association for Family Child Care (NAFCC).

Home visits, self inspections, and installation inspections are conducted to ensure compliance with Army Standards.

Daily Activities:

A daily activity schedule is posted in each provider's home. All activities that the FCC home provides are developmentally appropriate based on the ages and needs of the children. FCC Providers are trained in developmentally appropriate activities prior to becoming certified. When weather permits the children are taken out on a daily basis.

Meals and Snacks:

All meals served to children under the Child and Adult Care Food Program are served at no separate charge regardless of race, color, national origin, sex, age, or disability. There is no discrimination in admission policy, meal services, or the use of facilities. The provider will serve breakfast, lunch, and snack. Each provider will have their own menu posted. Parents will be required to fill out a Child Enrollment form for each child they have enrolled for participation in the food program. ALL meals will meet the guidelines established by USDA.

PLEASE DO NOT BRING FOOD. While we realize that some children will not like what we are eating, the provider is not authorized to allow a substitution based on this preference. The FCC Program does not allow any food to be brought into the provider's home by the parent and/or child. Should you send food in, it will be marked with your child's name, placed in a refrigerator and returned to the parent upon completion of the day's activities.



Please be sure to indicate, on your registration forms, any allergies or special dietary needs your child may have. The providers will make every effort to meet the special food needs of your child. If a food requirement cannot be supplied, the parents must supply the food alternative. The FCC Program is not responsible for allergies not documented by a physician. The food allergy form must be updated annually by a physician.

Clothing and Toys:

Children will be participating in outdoor and indoor activities daily. Please be sure your child comes to the FCC home prepared for the weather and the daily activities planned.

Clothing should be appropriate for the weather. Children should have heavy coats, mittens/gloves, boots, and hats for play in cold/winter weather. Children should have shorts and lightweight clothing in hot/summer weather. Please be sure that all clothing is marked with your child's name. We ask that you please provide the provider with extra clothing, etc. for your child to keep at the FCC home.



Please do not allow your child to bring TOYS and PERSONAL ITEMS. Toys and activities are provided within the home. Personal toys and items cause confusion, sometimes upset the children and may become lost or broken. We encourage you to have your child leave his/her toys and personal items at home.

PROGRAM OVERVIEW

INTRODUCTION

Welcome to the Tobyhanna Army Depot Family Child Care (FCC) Program. The Tobyhanna Army Depot FCC program offers multi-age group childcare in a nurturing home environment for children ages 4 weeks through 12 years. Our FCC program has several options available for childcare to include full day care, hourly care, and before/after school care. There are many advantages to choosing FCC for your childcare needs. These advantages include:

- ✓ Family atmosphere
- ✓ Small group care with low ratios
- ✓ Opportunity for siblings to be together
- ✓ Providers follow USDA menus
- ✓ Open Door Policy
- ✓ Flexible subsidy program
- ✓ Trained providers
- ✓ Fees are the same as other CYS programs
- ✓ Developmentally appropriate and hands on curriculum

PHILOSOPHY

The Family Child Care Providers at the Tobyhanna Army Depot recognize that quality childcare is a vital need. As a developmental program, each provider offers children varied opportunities to develop physically, socially, emotionally, intellectually and independently. The providers take into consideration that children's needs vary, based on their ages, personalities, and cultural backgrounds and plan accordingly. Children learn best through daily active involvement with the environment, materials and their peers. Providers are trained to facilitate and role model while guiding and supporting the children through the learning process.

MISSION

To support and promote an age appropriate, individual and cultural growth experience for all children in the Family Child Care Home.

LOCATION/HOURS OF OPERATION

Family Child Care offers quarters-based child care provided by authorized family members operating as independent contractors from the military housing area located on Tobyhanna Army Depot. Certified providers operate out of their own homes and set their own hours.

In the unlikely event that a home would have to close unexpectedly, for actual fire, bomb threat, terrorists, or severe weather, a contingency plan is in place to move children to one of three safe locations until such time you can be notified and pick up your child. This plan is with cooperation of our security office and installation mobilization and contingency plan.

PROGRAM POLICIES

Eligibility:

The following sponsors are eligible to utilize the Family Child Care Program at the Tobyhanna Army Depot:

- ✓ Active duty military
- ✓ Reservists on active duty or during inactive duty personnel training
- ✓ DOD civilians and contractors
- ✓ Local community civilians

Annual Registration & Enrollment Policy:

Initial registration for any *CYS* program requires about 30 minutes. You will need to call the Central Enrollment Office at (570) 895-6559 for a scheduled appointment. The Central Enrollment Office is located in Building 221. When you come for your appointment you will need to bring the following items with you:

- ✓ Your child's immunization record
- ✓ His or her latest physical
- ✓ Your current Leave & Earning Statement for all parents
- ✓ A copy of your Family Care Plan (for single or dual military families)

During your initial contact with Central Enrollment, you will be asked if your child has any special medical, physical, or emotional needs. If your child has a special need, prior knowledge will allow us to make appropriate adjustments, if possible, to our program and provide training to the provider before your child's first day.

Your registration packet must be updated annually and requires an annual registration fee. The registration fee is \$18 per child or \$40 per family. All parents will be required to sign a Parent Agreement/Contract with the provider, which describes fee procedures. Parents will be given a copy of the signed contract. Parents are required to complete the registration packet in full prior to your child being officially registered in the program.

Fees and Charges:

Section 1793(a) of Title 10, United States Code requires Department of Defense (DoD) to establish a uniform fee structure for all military child care centers. The fee ranges are updated annually.

Payment Procedures:

Payment procedures will be implemented by the individual providers. Please make sure you are aware of how your provider would like to receive his/her payments. Accounts, which are delinquent by one payment will be notified for immediate payment. If payments are not received in a timely manner, services will be denied. Patrons who are denied services yet wish to regain services upon payment, risk their child care slot.

- ✓ Families with two children enrolled in the *CYS* programs will receive a 10% fee reduction for the second child.

Child Abuse:

Definitions:

- ✓ **Abuse:** Direct, physical injury, trauma, or emotional harm intentionally inflicted on a child.
- ✓ **Out-of-home abuse:** Child abuse or neglect that occurs in an Army organizational facility/setting or within an Army sponsored sanctioned activity; does not apply to child abuse occurring within the family unit. Types of out-of-home abuse include:
 - Physical Abuse:** The intentional non-accidental, physical injury to a child, inflicted by a parent, guardian, or other person responsible for the child's welfare.
 - Sexual Abuse:** The involvement of a child in any sexual act or situation, the purpose of which may be to provide sexual gratification or financial benefit to the perpetrator; all sexual activity between a child care provider and a child is considered sexual abuse.
 - Emotional Maltreatment:** An act or commission (such as intentional berating, disparaging, or other abusive behavior) or omission (such as passive or aggressive inattention to a child's emotional needs) on the part of a caretaker. Maltreatment causes low self-esteem in the child, undue fear or anxiety, or other damage to the child's emotional well being.
 - Neglect:** Deprivation of necessities including failure, when able to do so, to provide nourishment, clothing, shelter, health care, education and supervision. "Failure to thrive" syndrome may be a result of neglect.
- ✓ **Familial child abuse:** Child abuse or neglect as defined above that occurs within the family unit.

Identification of Child Abuse:

All FCC providers are trained in the definition, recognition, physical and behavioral indications of possible child abuse.



Reporting of child abuse: Any parent or FCC provider is responsible for reporting any suspicious injury, evidence of neglect/abuse or infractions of the installation Touch and Discipline Policies to the Family Advocacy Office at (570) 895-7509 or contact the Installation Security Desk at (570) 895-7550. The Department of Defense Child Abuse/Safety Violation Hotline telephone number is 1-800-336-4592.

FCC providers and parents are required by law to report all suspected child abuse to agencies indicated above. Reports will be handled confidentially. The FCC program has standard operating procedures in place to minimize the potential for child abuse. These policies include:

- ✓ Rooms may not be totally darkened.
- ✓ No unauthorized visitors are allowed in the FCC program.
- ✓ Daily sign-in/out procedures for drop-off/pick-up of children.
- ✓ Attendance records are maintained by the FCC Provider and FCC Director.
- ✓ Only authorized designees may pick-up children.
- ✓ Touch and discipline policies are in effect.
- ✓ Visitors wear badges.
- ✓ An "open door" policy is in effect for parent visitation.

Child Guidance:

All providers are trained in child guidance prior to receiving their certification. Each provider will have their own discipline policy posted.

Realistic rules that are understandable are established, based on an understanding of the individual needs and behaviors of the participating children at varying levels of growth and development. Constructive methods of discipline used in the program may include praise for appropriate behavior or separation of the child from situations. In the case of conflicts between children, the child will be encouraged, with guidance from the provider, to use conflict resolution.

A child may not be punished by:

- ✓ Pinching, shaking, spanking or other corporal punishment
- ✓ Isolation away from adult sight or contact
- ✓ Binding to restrain movement
- ✓ Verbal abuse or humiliation
- ✓ Confinement
- ✓ Deprivation of food, play opportunities or other program components. Short-term restrictions on the use of specific play materials/equipment or the participation in a specific activity are permissible.

A child will not be punished for refusing food. Use of "timeout" methods will not exceed ten minutes.



Touch and Child Abuse Policies:

Touch Policy:

The FCC Program at the Tobyhanna Army Depot is committed to providing a safe, caring, warm, friendly and loving environment for each program participant. Each provider will have their own touch policy posted.

APPROPRIATE TOUCHES includes hugs and reassuring touches on the shoulder.

INAPPROPRIATE TOUCHES includes corporal punishment, hitting, pinching, fondling molestation or tickling for prolonged periods.

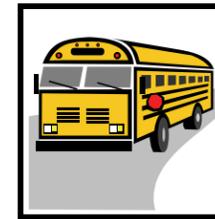
The intent of this policy is to define appropriate touching practices within the context of child/adult physical interaction in the FCC home. The intent is not to make the provider afraid of physical contact with children, rather to delineate boundaries and to stress that appropriate nurturing and interaction is healthy and necessary in the development of children.

- ✓ Two weeks of leave annually are included in fees. You will receive this leave after 90 days of being in care.

Admission and Release Procedures:

ALL CHILDREN MUST BE SIGNED IN AND OUT EACH DAY. The parent is responsible for the child's safe arrival to the FCC home and for signing the child into and out of the program. Children who are registered for before school only must be signed in by the parent and will be signed out by the provider when the child has departed to school. Children who are registered for after school only will be signed in by the provider and must be signed out by the parent. We ask that you please sign your full signature. For parents whose children are registered in before and after school or full day care we ask that you please initial by your signature when picking them up. If someone else is picking up, we require a full signature of that individual as well as picture identification.

Children attending Coolbaugh Elementary School and the Pocono Mountain Charter School will be transported to and from school by the Pocono Mountain School District. For on-post and off-post excursions it may be necessary for the provider to transport the children in his/her private vehicle.



NO CHILD WILL BE RELEASED UNTIL THE PARENT OR "YOUTH RELEASE DESIGNEE" HAS SIGNED THEM OUT.

Children are released ONLY TO their parents or emergency designees, as authorized by the parent. Telephone calls do not ensure release to another individual except in the case of an emergency and will be analyzed on a case-by-case basis. Children may not be released to siblings or other children under the age of 15. A child will not be denied release to a natural parent, unless a copy of the custody agreement or court restraining order, that relinquishes or denies such parental rights, is on file.

In the case of an emergency/accident, the provider will contact you. If unable to reach you, the provider will try to contact your emergency designees using the phone numbers on your registration card. It is imperative that parents keep their phone numbers and location current. All accidents/incidents will be recorded on an incident report for you to sign. If your child is not going to be present, please contact the provider as soon as possible.

Parents who exhibit signs of suspected intoxication (i.e. slurred speech, unsteady walk, uncoordinated muscular ability, stench of alcohol, etc.) will be reported to the federal police as required by Army Regulation 608-10.

If you do not pick up your child by the time that you have contracted for then you will be contacted. If we are unable to reach you, the emergency designees will be contacted and the child will be released to that individual. Should none of the emergency designees be available, the child will remain in the provider's home until the parent arrives. A late fee payment will be assessed .

Immunizations and Illness:

Immunizations and immunization records must be current. Verification of immunizations must be presented during registration. Care will be denied if immunizations/health assessments are not current. **All children will be required to have an annual health assessment.** Services may be denied based on the following criteria, IAW AR 608-10:

- ✓ Temperature in excess of 100.5 degrees F
- ✓ Inability to participate in daily activities
- ✓ Obvious illness such as:
 - Scabies
 - Ringworm
 - Chicken Pox
 - Vomiting
 - Conjunctivitis/Pink Eye
 - Persistent Cough
 - Diarrhea
 - Head Lice
- ✓ Symptoms of other contagious diseases such as Measles, Mumps, Hepatitis, Scarlet Fever and Strep Infections.



Children may be readmitted after an illness only when their presence will not endanger the health of other children. Children who are sent home with a fever, diarrhea or vomiting, or a contagious disease will not be admitted to the center for 24 hours, one full day of care, or until after all symptoms have subsided. Children need to be well enough to participate in usual daily activities before their return. A doctor's certificate will be required when the child has had a contagious disease.

Medication:

It is the provider's choice on whether they will administer medication. Before becoming provisionally certified, providers must undergo medication dispensing training. Medication will be dispensed by the provider only under the following conditions if he/she chooses to give medications. Written permission from a parent must be obtained before administering medication. You will be required to complete DA Form 5225-R. The Parent must administer the first dosage of any medication.

ALL MEDICATIONS must be:

- ✓ In it's original container.
- ✓ Labeled with the child's name, name of medication, and amount of dosage.
- ✓ Dated with the physicians name and instructions for proper dosage.
- ✓ Brought to the center in a zip-lock plastic bag. A proper measuring device (cup or syringe) must be included.
- ✓ On the approved list of medications.
- ✓ Turned in to the Program Staff.

ONLY PRESCRIPTION MEDICATION, IN IT'S ORIGINAL CONTAINER, WILL BE

ADMINISTERED. No over-the-counter medications will be permitted. Only medication on the pre-approved medication list will be administered with the appropriate documentation. Youth are not permitted to store their medication. Approved basic care items such as sunscreen also need permission from the parent.

All Family Child Care providers receive CPR and First Aid training. All accidents are recorded on an Incident/Accident Report, with a copy given to the parent upon arrival to the home. Basic First Aid will be administered by the provider. When registering children, parents give their consent for the provider to take their child for medical or dental care in the event of an emergency, which represents a serious or imminent threat to life, health or well being. Conscious efforts will be made to notify parents if it is necessary to provide treatment for the child in a medical facility. However, treatment of the child will be expedited.



Conditions which might necessitate immediate medical treatment include, but are not limited to:

- ✓ Convulsions
- ✓ Marked difficulty in breathing
- ✓ Unconsciousness
- ✓ Laceration, significant in size or amount of bleeding
- ✓ Injury to extremity with obvious deformity
- ✓ Head trauma associated with vomiting or altered consciousness

Children who become ill after arrival at the center will remain in an isolated area until such time that reasonable arrangements can be made for the child's release to the parent or designee. Reasonable time after an initial contact is made to arrange for child pick up is 60 minutes.

Children who are picked up from school, due to illness or injury, may not receive care until they have recovered, or in the event of injury, when they are able to participate in daily activities. Further, children who are signed out of school for any other reason, may not receive care, during regular school hours. Children who are well enough to attend school must be present in school. We are not authorized to provide childcare to children during operational school hours.

Pets:

Pets will be allowed in the Family Child Care home if they are healthy, have required shots and do not pose a health or safety threat to children. The provider **MUST** notify you if there is a pet in his/her home. You will also be asked to sign a disclosure statement which verifies that you are aware of the pet being in the home.

Drop in Care:

Some providers provide drop in care for individuals who require only occasional care. The cost for this care is \$3.50 per hour (\$3.00 for Cat. 1) or \$20.00 per day (\$18.00 for Cat.1) per child for children ages 4 and under and \$2.50 per hour (\$2.00 for Cat.1) or \$18.00 per day (\$15.00 for Cat. 1) per child for children ages 5 and up. Drop in care must be arranged by calling the FCC providers.