

# Children & Youth Programs Sponsor Handbook

Dear Families:

Welcome to MCLB Albany Family Care Programs, Children & Youth Programs (CYP). Our goal is to provide your child with the best in recreation and childcare. The purpose of this handbook is to acquaint you with our procedures for the program in which you have enrolled your child. Please read and refer to it as needed.

CYP encompass all aspects of childcare as well as providing high quality developmental and recreational programs for children, youth and teens. Children ages six weeks to eighteen years with a military or Department of Defense sponsor are eligible for our programs. These programs include: resource and referral services, center-based full-day care, center-based part day preschool and toddler playgroup programs, before and after school programming, summer camp programs for school age children and teens, hourly child care, Family Child Care, emergency child care, childcare for deployment-related briefs, unit-funded special events and recreational activities for youth and teens.

We continuously strive for excellence in all programs and encourage sponsor participation through our Parent Advisory Boards (PAB) and Parent Participation Program (PPP). We also have an "open door" policy and invite you to visit your child's classroom or program at any time. We ask that you make an appointment with the Program Director should you desire to visit another area or program.

We are here to serve you. We designed our programs to meet the childcare needs of the military community and are always interested in your suggestions for improving or expanding our services.

Again, welcome to MCLB Albany. We trust that your experiences with our programs will be positive and rewarding.

Sincerely,

Dorothy Bryant, Director

Family Care Branch, MCLB Albany

229-639-5269



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## POINTS OF CONTACT

Child Development Center.....	229-639-5765
CYP Nurse.....	229-639-8477
CYP Resource & Referral Office.....	229-639-7930
Exceptional Family Member Program Office.....	229-639-5277
School-Age Care Program.....	229-639-5765
School Liaison Office.....	229-639-7497

# INTRODUCTION

## VISION

Our vision is to improve the quality of life for Marine Corps families by providing responsive, progressive and developmentally appropriate care and services. The Command Team, along with patron surveys, will be used to implement program and service needs for our base community. The team will plan and provide support to our families. We will focus on program enhancement and exceptional services driven by integrity, innovation and ongoing training for our educational professionals.

FCB will meet the individual needs of family members to ensure mission capabilities by providing:

- Expanded drop in care
- Deployment support for children and youth
- Trainings for family members that include the whole family
- Provide support for single Marines
- Expand family readiness
- Increased usage
- Improve MCCS cohesiveness to expand overall quality of life for Marines living on and off base

Our five year plan: Taking care of families is critical to the overall well-being of MCLB and tenant commands. It is our vision to continue to seek high quality programs for our families and children. It is in the best interest of the Marine Corps for families to feel secure each day.

## PHILOSOPHY

Children, Youth & Teen Programs is fully committed to providing the highest level of quality childcare and recreational activities for children ages 6 weeks to 18 years. CYP strongly believes quality programs promote a safe and nurturing environment that enhances the social, emotional, physical, intellectual and cognitive development of all participants while responding to the diverse needs of the military and DOD families in our community. CYP continually strives to meet and maintain the standards and practices set forth by the National Association for the Education of Young Children (NAEYC) and the Council on Accreditation (COA.) CYP promotes the belief that all children are winners, all children can learn, and self-esteem and respect for others is continually fostered.

## MISSION STATEMENT

MCLB Albany Children & Youth Programs support military readiness by contributing to the well-being of families with children through quality, affordable childcare in center and home-based settings and recreational programs for youth and teens. Full-day programs are designed to meet the needs of working families. Part-day preschool programs, family education, child care for unit functions and special events, weekday hourly care, emergency care services and recreational activities are all available to meet the varying needs of a diverse military population. All programs are inclusive, developmentally appropriate and designed to provide for the social, emotional, physical, intellectual and cognitive growth of children regardless of age.

# ADMISSIONS

## ELIGIBILITY

Eligible users shall include military personnel; DoD civilian personnel paid from appropriated funds (APF's) and non-appropriated funds (NAF's), active duty Coast Guard, reservists on active duty or during inactive duty for training, and DoD contract personnel who are performing mission related duty on the installation. Retirees may be eligible when a waiting list does not exist and space is available.

## MILITARY CHILD CARE (MCC)

Patrons desiring to use full-day childcare, school-age care, hourly care or part-day programs must complete central registration at [MilitaryChildCare.com](http://MilitaryChildCare.com).

MilitaryChildCare.com is a Department of Defense website for Military, DoD Civilian and Contractors families seeking child care. This single online gateway provides access to comprehensive information on military-operated and military-subsidized child care options worldwide. It enables families to search for and request care, manage their requests, and update their profile online, making it easier for families to find the child care they need.

Waiting Lists are maintained through MCC and patrons can track anticipated placement times and receive and accept an offer for care through MCC. You have 48 hours to accept or decline an offer for care. If you do not respond during this timeframe, the offer for that request is no longer valid and the request for care will be cancelled and removed from the system.

The local Resource & Referral (R&R) Office tracks and maintains current program availability for MCC and will assist families in completing the admission and registration process once an offer for care has been accepted. You may contact the R&R Program Office at 229-639-7930.

## ADMISSION CRITERIA

Complete CYP Registration Packets must be submitted to the R&R Office before admittance. Registration Packets include:

- CYP Registration Form , NAVMC 11903
- Medical Health Assessment Enrollment Form ,NAVMC 11902
- Most current Immunizations Record, GA Form 3231
- Signed Contract for Care \*
- Application for DoD Child Care Fees, DD 2652. Provide current LES/pay stub or college schedule for both the sponsor and family member; failure to provide this information will result in fees being assigned at the maximum level\*
- Family Care Plan (Single Active Duty Only)
- Child and Adult Care Food Program Eligibility Application Form
- Signed Policies and Procedures for CYP

\*Criteria does not apply to enrollments for hourly care services only

## PARENT ORIENTATION & TOURS

Prospective patrons may schedule a visit and tour of CYP through the Resource and Referral Office. All families who accept a space in our child development programs will receive a welcome orientation specific to their child's classroom program and will have the opportunity to share information about their child to help ensure a positive start. Translation services for CYP program orientation, tours, and curriculum are available for our families upon request.

## CYMS CARDS

Upon completing registration with the Resource and Referral program office, families will receive two CYMS (Children, Youth Management Systems) cards at no cost. **Family members must have their CYMS card at all times to swipe in/out when using CYP services.** CYMS Swipe Cards enable the center to track attendance and ensure the safety of all children in the building. If the CYMS card needs to be replaced (due to loss or damage) there will be a **\$5.00** charge for replacement.

## SPECIAL NEEDS

CYP promotes the placement of children with special needs in an age- appropriate, least restrictive environment for childcare purposes. In accordance with the ADA Act of 1990, CYP successfully provides limited special needs care and accommodations for children within a fully inclusive program.

Upon Registration, families should alert the R&R Office to any special needs. Special needs, including food allergies should be notated by a physician on the Health Assessment Form and any IFSP or IEP should be included. An Inclusion Action Team (IAT) meeting will occur before or shortly after enrollment to determine the best accommodations in the least restrictive environment. Our center collaborates with agencies within the military and civilian community in order to provide resources for every child.

Military families are required to register with the Exceptional Family Member Program (EFMP). The EFMP office will assist families in find helpful resources, and answer questions about other program benefits. and an IFSP or IEP developed by personnel familiar with the child. Families are encouraged to participate in the IAT meeting.

"The Individuals with Disabilities Education Act (IDEA) is a law ensuring services to children with disabilities throughout the nation. IDEA governs how states and public agencies provide early intervention, special education and related services to eligible infants, toddlers, children and youth with disabilities."

<http://idea.ed.gov>

## DESCRIPTION OF SERVICES

### OVERSIGHT

Children & Youth Programs is governed by Marine Corps Order 1710.30, various health, sanitation, safety, and fire regulations and food service guidelines provided by the USDA Child and Adult Care Food Program. MCLB Fire Department, the Preventative Medicine Unit, Naval Hospital and trained safety personnel inspect all programs monthly. CYP is subject to annual, comprehensive, unannounced inspections each year. Additionally, an unannounced DOD inspection may be conducted at any time.

### EMERGENCY CARE

Active Duty Military personnel must contact their Unit Family Readiness Officer, or Unit Commander for emergency child care support.

### MARINE CORPS BALL CARE

MC Ball Care is provided at the Child Development Center. Registration is required. Parents must call ahead to make a reservation. Hours of Operation and Fees are subject to change annually. Contact the R&R Program Office at 229-639-7930 for more information.

### SMOKE FREE FACILITY

All CYP facilities are smoke free environments. For purposes of health and safety and for the benefit of the children, visitors and staff cannot smoke within 50 feet of the building. If you do smoke, we ask you please limit your smoking during facility operating hours as odors and residue cling to clothing. Our goal is to provide a healthy, safe environment and to be a positive example for the children in our programs.

### CHILD DEVELOPMENT CENTER

MCLB Albany CDC is open Monday through Friday, 0600 to 1800. Full-time, Part-time and hourly childcare services are available. The CDC is closed on federal holidays, the Friday after Thanksgiving, and December 24th. Reservations for hourly care must be made 24 hours in advance. Patrons are billed for reservations not canceled 24 hours in advance. Hourly care fees are paid at time of pick-up for amount of time reserved. Breakfast, lunch, and two snacks are provided on days of full operation. Reservations can be made by contacting the CDC Program Office at 229-639-5765. Our Georgia Funded Pre-K Program is guided by Bright from the Start: Georgia Department of Early Care and Learning. Children who have turned 4 years old by Sept 1 of the school year are eligible to enroll.

### SCHOOL AGE PROGRAM

School-Age Care (SAC) operates at the CDC for children enrolled in kindergarten through 12 years of age. SAC is open Monday through Friday, from 0600 to the start of school, from the end of the school day until 1800 and from 0600-1800 on school holidays and during Summer Camp. Children must have completed kindergarten to participate in Summer Camp. All programming is developed with consideration of the desires of the participants and with respect to the cultural diversity and the familial values of each member. We are a Boys & Girls Clubs of America (BGCA) affiliate and utilize the BGCA programming. Transportation to/from selected schools within the Dougherty County School System (DCSS) is provided via the DCSS bus hub and aboard DCSS buses. Breakfast and afternoon snacks are served during the school year. Breakfast, lunch and two snacks are provided on days of full operation. The SAC program is closed on federal holidays, the Friday after Thanksgiving, and December 24th.

## PROGRAM POLICIES

### ORGANIZATIONAL STRUCTURE

Any concerns or problems should be brought to our attention immediately. We adhere to the philosophy that problems should be resolved at the lowest level possible. Our organizational structure is as follows:

Program Lead (Teacher)  
Assistant Center Director  
Center Director  
Director, FCB  
Deputy Director, MCCC  
Director, MCCC

### 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 emergencies. The following staff/child ratios are in effect at all times for CDC, SAC and recreational programs.

<u>AGES</u>	<u>STAFF</u>	<u>CHILDREN</u>
6 weeks - 12 months (Infants).....	1 .....per .....	4
13 months - 24 months (Pretoddlers) .....	1 .....per.....	5
25 months - 36 months (Toddlers) .....	1 ..... per .....	7
37 months - 5 years (Preschoolers) .....	1 .....per .....	12
Kindergarten through 18 Years .....	1 .....per .....	15

### OPEN DOOR POLICY

CYP maintains an open door policy. Family members of children enrolled in a program are encouraged to visit, observe, and participate in any program in which their child is enrolled. Communication between families, teachers and staff is vital to the well-being of your child.

### POSSESSION OF WEAPONS

MCLB CYP maintains a Zero Tolerance policy regarding possession of weapons of any kind.

### GIFTS FOR STAFF

Patrons may wish to give gifts to staff members for holidays, special occasions, or when the child moves. This is acceptable as long as the gift is of nominal cost. The recommended value of the gift should not exceed \$5.00.

### DISENROLLMENT

A TWO-WEEK NOTICE OF DISENROLLMENT IS REQUIRED OR SERVICES WILL BE BILLED AS CONTRACTED. SPONSOR(S) MUST COMPLETE A DISENROLLMENT FORM AT THE CDC PROGRAM OFFICE.



## FEES

### ESTABLISHING FEE LEVELS

There are nine income levels used to determine fees for CDC's based upon total family income as mandated by The Military Child Care Act, Public Law 101-189. Patrons must provide a current LES or pay stub for use in computing the total family income. Failure to provide this information will result in placement in the highest fee category. A current fee scale is available through the Resource and Referral program office.

There is an annual across the board fee change mandated by the Department of Defense (DOD). Total Family Income must be verified annually.

For a review of your fee level assignment due to a permanent change in family income, contact the R&R Program Office for information regarding the request process. Once all documentation is received by the R&R Manager, it will be reviewed and a decision to grant or deny a reduction in fees will be made by management. Sponsors will be promptly notified of the decision. As per instructions received from the Commandant of the Marine Corps, military installations are not obligated to adjust fees during the year as a result of changes in individual family income.

### PAYMENT POLICY

Fees are based on an average cost of program operations for one year. Fees will not be pro-rated for holidays, base closure, child absenteeism or emergencies.

Accounts are billed on the 1st and 15th of the month. Automatic payment is highly encouraged and can be established by completing an "Automatic Payment Agreement." Credit card information provided will be secured and charged according to the Automatic Payment Agreement. Patrons are responsible to update form if there are any changes. If you opt not to use automatic payment option, fees are still due in full on the 1st and 15th of each month. Payment is considered late on the 2nd and 16th of each month (Partial payments will NOT be accept-ed). A charge of \$6 per day will be applied to delinquent accounts. If the balance due, including late fees, is not paid in full by five working days after the fifth day, services are terminated on the fifth day of no payment. Services will be terminated and late charges applied to account. Accounts with outstanding balances will be turned over to the finance office for collection.

Patrons will receive one "vacation" week per child per fiscal year. To use this week, the patrons account must show a zero balance owed to the CDC prior to redeeming. Patrons must also give the **CDC two-weeks** notice before taking this vacation. To receive the pro-rated amount students must not be in attendance at the CDC during this week.

Military patrons with verifiable emergency leave may be eligible for a waiver of fees for up to 7 days. Submit your request with a copy of emergency leave papers to your CDC Director. Upon approval from the FCB Director your account will be credited.

A late fee is assessed when children are picked up after closing time. Every effort will be made by the staff to contact the sponsor (s) and the emergency contacts noted for the child. Appropriate agencies will be called in the event a child is not picked up by 1800 and no notice is given from family members. Late fees will be charged as follows: \$5.00 for the first five minutes and \$5.00 for each additional minute thereafter.

### ANNUAL FAMILY AND CHILD INFORMATION UPDATES

Families are required to update family and child information paperwork on their enrollment anniversary date. Sponsor should update contact information along with the names and phone numbers of persons allowed to pick up their child whenever there is a change. In the event family members are unable to pick up their child and /or no designated escort is available, MCPD will be notified to make arrangements for the child's release to the Department of Social Services.



## ARRIVAL & DEPARTURE PROCEDURES

Patrons must swipe their program registration card through the CYMS swipe machine located at the front desk upon drop off and pick up. Children must be escorted to and signed in/out of their activity room. SAC staff members receiving children from the school bus will swipe school children in. Families utilizing the CDC are asked to complete the top portion of the Daily Activity Sheet designed to inform you of your child's activities. Persons authorized to pick up the child must be listed on the enrollment form or the escort sheet and present photo identification before the child will be released. Authorized escorts must be at least 16 years of age. When staff become familiar with parents or designated escorts, identification may only be required periodically. Please note that it is against Base regulations to park in the fire lane, and at no time should a vehicle be left with the engine running. **Children should never be left unattended in a vehicle.**

## CUSTODY DISPUTES

The center staff will not become involved in custody disputes. For the child's protection, a copy of the court order granting custody must be on file at the CDC Program Office. If the non-custodial sponsor attempts to take the child from the center, MCPD and the admitting sponsor will be notified. In the event of physical force, the staff will not endanger other children or staff members to prevent the sponsor from taking the child from the premises. Non-custodial sponsors seeking information regarding the child may submit a request for information to the Assistant Chief of Staff, Manpower under the Freedom of Information Act. Families are required to update sponsor information along with the names and phone numbers of persons allowed to pick up their child when changes occur. Changes will be initialed and dated accordingly.

## CLOSED CIRCUIT VIDEO MONITORING

Sponsors will be allowed to view live video feed of your child's classroom and interactions with other children and staff via the CCTV system located within the foyer of the Child Development Center. To safeguard the privacy of others, however, updates to the MCO will *no longer allow* sponsors to view previously recorded footage upon demand. This new requirement supports the SECNAV 5720.42F.

If a sponsor wishes to view footage of an incident/accident a written request must be filed with the installation Freedom of Information Act (FOIA) coordinator. CYP staff are not authorized to respond to sponsor requests without official notification and authorization from the FOIA coordinator. Staff from the FOIA office will be able to assist sponsors in formally placing an FOIA request. CYP staff will preserve respective video upon notification of the FOIA request. The rules and procedures governing release of official government records will determine whether or not a particular request to view recordings or obtain a copy thereof will be granted. The MCO 1710.30F highly encourages installation commanders consider options to support CYP patrons by involving senior leadership to provide needed comfort and reassurance as necessary. In such cases, guidance is also required from MCCS legal counsel and/or legal advisor(s.)

The contact information for the installation FOIA office follows for your records;

FOIA Officer (229) 639-5105  
BLDG 7600

## DESTRUCTIVE WEATHER

During extreme weather conditions, all facilities will remain open until directed by the base Commanding Officer to close. During such conditions, patrons should maintain close contact with the program in preparation for worsening of conditions and changes in operational status. **FAMILIES MUST PROVIDE AN ACCURATE PHONE NUMBER FOR USE DURING THIS TIME. SHOULD THE COMMANDING OFFICER DIRECT CLOSURE, CHILDREN MUST BE PICKED UP IMMEDIATELY.**

Patrons may call the MCLB Albany Installation Emergency Message system, 229-639-7600 to receive up-to-date information regarding the status of facilities.

## PERSONAL BELONGINGS

**CLOTHING:** Children should be dressed appropriately for active play. To prevent injuries sandals and open-toed shoes are strongly discouraged. 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/slacks, and shirt) for each child must be kept at the center for emergencies. Should all available clothing be soiled, the families 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. Printing the child's name 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.

**JEWELRY:** Please do not put jewelry on your young child. Jewelry includes items such as bracelets, necklaces and earrings (except for small posts for pierced ears). Jewelry is discouraged for a number of reasons. It is easily lost and particularly in infant areas can be swallowed by other infants. Under no circumstances may children wear necklaces or hoop-style earrings due to the likelihood of getting caught on playground equipment, furniture, clothing, etc. Teachers may remove jewelry that poses a hazard and return it to the sponsor. Children enrolled in SAC or Recreational Activities may wear jewelry as the family deems appropriate, however, precautions should be taken regarding necklaces or hoop earrings which may be caught in play equipment.

**TOYS:** Toys are discouraged from being brought to the CDC/SAC unless the child's teacher has requested children bring something to school. CDC staff cannot be responsible for items brought to the center. A special "friend" may be brought for rest time.

**DIAPERS:** Only disposable diapers and 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 required to leave a supply of diapers and a container of wipes at the center. Teachers will notify patrons of the need for additional diapers on the Daily Activity Sheet.

## CHILD ABUSE IDENTIFICATION & REPORTING

The Department of Defense operates a Child Abuse/Safety Violation Hotline: 1-877-790-1197.

MCLB Albany Family Advocacy Program phone is 229-639-7939. MCPD phone is 229-639-5181.

To further promote the safety of all children enrolled in CYP, all staff members must satisfactorily complete a criminal history background check. Families with concerns of their own may also utilize the numbers listed above to report suspicions of abuse and/or neglect within CYP.

## MOTHERS WHO NURSE

We encourage and fully support mothers who nurse their infants. The CDC provides a quiet, private area for mother and baby. This space is conveniently located on the infant hall in room 150. A rocking chair, privacy panel and sink are provided in this room.

## REQUESTS FOR TEACHER CHANGE

It is the policy of the CDC not to reassign children from one primary care giver to another with the exception of our annual promotion once a year. Parents, who wish to have their child reassigned to another caregiver, may speak with the CDC Director regarding their situation. However, many factors contribute to keeping children with their assigned caregiver.

## HEALTH & NUTRITION

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.

## IMMUNIZATIONS

No child may be admitted to the CDC/SAC without current immunizations against tetanus, diphtheria, pertussis, poliomyelitis and influenza except where religious beliefs preclude or clear medical contraindication exists. When a child cannot be immunized due to medical contraindication, sponsors must provide written documentation of such from the child's attending medical care provider. When religious beliefs preclude immunization, sponsors must submit documentation from their faith leader indicating immunizations are not acceptable. Failure to present certification will preclude enrollment of the child or shall result in the disenrollment of the child until such time as certification is provided. Children who are not immunized may have their admission denied or delayed until all documents are reviewed by the installation medical authorities.

## MEDICAL ALLERGIES

If your child has allergies or allergic reactions, please note this on the appropriate form within your child's enrollment package. Parents are requested to provide a doctor's statement indicating all medical conditions that require special care with particular interest to severe allergic reactions to food, insects, latex, or other allergens that could result in the child experiencing anaphylactic shock. When prescribed by a physician, an EPIPEN may be kept on site for emergency use. Failure to provide this information will absolve Children & Youth Programs from any and all liability and may render the staff unable to meet the child's medical needs adequately in an emergency.

## ILLNESS

In the event your child becomes ill, center personnel will contact you. We request that you immediately pick up your child. Failure to do so within approximately 30 minutes may result in the Center Director contacting MCPD, Family Advocacy Program and/or Department of Social Services to report neglect. When appropriate, notification from a physician stating the child is free from communicable disease and may be readmitted to the center will be required.

## MEDICATION

Specially trained CYP personnel may administer medications to children as outlined below.

Generally medications that are given 2- 3 times per day can be given at home unless the medication needs to be administered with meals, or is very time sensitive. Sponsors must administer new medication for the first 24 hours. This ensures that there is a positive response without negative side effects.

Over the counter medications can only be administered if they are ordered by the healthcare provider. As needed medications will not be administered with the exception of the following; Rescue inhalers, Benadryl and Epipens for allergic reactions, and Diastat for emergency treatment of seizures. The child's medical care professional must provide guidance on the use of these medications and orders must be renewed at least annually. Other medications that are routinely administered are prescription creams for eczema, diaper rash or minor skin infections, and antibiotics requiring frequent dosing. These medications must be prescribed for a specific period of time.

Parents can also sign the topical permission slip for sun screen, diaper cream, calamine lotion, eczema cream and moisturizing lotion. These items need to be non-aerosol products. Products in this category should be nonprescription and have no label restrictions with respect to use in children. Insect repellants containing DEET are used for children over 2 months of age.

If there are other medications which are essential for the well-being of your child we will consult with our Inclusion Action Team (IAT) and determine the best plan of action.

In order for medication to be administered at the CDC the parent must complete the release of liability (available at the CDC/SAC) to administer medication. Medication must be maintained in an unexpired status in the original labeled container. The following information must be provided. This can be on the medication label or on a separate form.

- Name
- Birthdate
- Dose
- Route (by mouth, topical, inhaled, etc.)
- Specific times medication should be given
- Length of time medication should be administered
- Any additional instructions

If you have any questions about medications contact the CYP nurse at 229-639-8477.

## CHILD HEALTH SCREENINGS & EXCLUSION CRITERIA

Children who appear to be ill will be denied admission or requested to leave the center.

Criteria for denial of services are as follows (but are not limited to):

<b>EXCLUSION CRITERIA:</b>	<b>RE-ADMISSION CRITERIA:</b>
Fever Age 2 months and under: 100 degrees or higher axillary (underarm) regardless of signs of illness	Doctor's note required to return
Fever Age 2-6 months: 100 degrees or higher axillary (underarm) regardless of symptoms of illness	For children aged 2-6 months medical evaluation is recommended before returning, however, may return when the criteria below is met
Fever 6 months and up: 100 degrees or higher axillary (underarm) with symptoms of illness or behavior change	It is suggested that children be fever free, without the use of fever-reducing medications, such as acetaminophen (Tylenol), ibuprofen (Motrin/Advil), for 24 hours before returning. If child is sent home with fever more than once in 5 consecutive days, doctor's note will be required to return
Diarrhea: a) Diapered Children: Two episodes of loose, watery stool not contained by diaper b) Toilet-trained children: Two episodes of loose, watery stool that cause soiling of pants or clothing	Return when: a) Diapered children: Stool is contained in diaper, even though it may remain loose/watery b) Toilet-trained children: No longer soiling pants or clothing
Vomiting: More than one episode in 8 hours OR One episode associated with fever, other signs of illness, or behavior changes	No longer vomiting and child is eating and drinking normally
Unexplained Rash Tender, red area of skin Rash with fever or behavior changes Oozing, open wound	Doctor's note required to return If antibiotics are prescribed, must be on medication for 24 hours before returning to center
Impetigo Red, oozing sore capped with golden yellow crust	Doctor's note required to return If antibiotics are prescribed, must be on medication for 24 hours before returning to center Cover lesions if possible
Chicken Pox	Return when all lesions have dried or crusted (usually 6 days after onset of rash)
Ringworm (other than scalp)	Return when treatment is started Cover lesions for at least the first 24 hours
Ringworm (scalp)	Doctor's note required to return
Scabies	Doctor's note required to return
Head lice	May return after treatment. Encourage parents to remove all nits and re-treat in 7-10 days
Measles, mumps, rubella, pertussis, hepatitis A or other contagious illnesses	Public health/preventative medicine guidelines will be followed
Yellow/Green drainage from eyes; Pinkeye/Conjunctivitis	Doctor's note required to return

## DEVELOPMENTAL PROGRAM

### CURRICULUM

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

CYP uses *The Creative Curriculum Gold* to observe, assess and plan for individual development based on the interests and needs of children. *Creative Curriculum Gold* uses classroom observations and assessments performed by teachers on each child to formulate a lesson plan promoting physical, intellectual, cognitive and social growth. A balance is created to include both active and quiet activities. Outdoor experiences are planned for children of all ages as well.

Each classroom is designed to meet the needs of the age and developmental level of the children enrolled while respecting each child's unique style of learning. A variety of multi-cultural, nonsexist toys, equipment, and activities are available that will promote interaction between the children and the world which surrounds them. Teachers facilitate learning by guiding children to an activity/learning center and encouraging participation. Teachers prepare lesson plans for each learning center based on the particular interests of the children and the established goals. The child is allowed to make choices when selecting an activity, thus learning valuable life lessons that will have long-lasting effects. Learning centers generally consist of: science area, block area, music area, art area, book area, table top toy area, water table, sand table and dramatic play area.

### DEVELOPMENTAL ASSESSMENT

Each child is assigned a primary teacher when he/she is enrolled at the CDC. The teacher assesses growth using a list of developmentally sequenced behaviors in four different skill areas (self & others, communication, cognitive or "thinking" skills, and motor skills.) Combining knowledge of development with observations of a child's interests, the teachers develop activity plans that will promote individual growth and development. Formal Developmental Conferences are offered bi-annually to families in May and November. In addition, conferences may be also scheduled anytime at the request of the family or staff members.

### 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. Crib sheets are laundered daily; cot sheets are laundered weekly (more frequently if needed.)

We strictly follow the American Academy of Pediatrics recommendations on reducing the risk of Sudden Infant Death Syndrome (SIDS) and place all infants on their backs to sleep. The guidelines have recently been revised to recommend only "Back to Sleep." All of our infants sleep on a firm crib mattress with a fitted sheet. The new guidelines now document that research indicates an association between pacifier use and a reduced risk of SIDS. Please talk to us about any questions you may have. The website for the American Academy of Pediatrics is [www.aap.org](http://www.aap.org)

### PETS & PLANTS

Pets and nonpoisonous plants are important 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. If your child is allergic to certain animals, please list this on the enrollment form.



## OUTDOOR PLAY

Children should be dressed appropriately for the season regarding daily outdoor play. Children will not be kept inside per request by family due to staff/child ratio requirements. 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:

- Clear nasal passages (which prevents colds)
- Release pent-up energy
- Develop gross motor skills
- Discover different sounds, smells, etc.

During the summer months, the flag conditions as used by Marine Corps Bases to determine safe training environments are also used for determining outdoor play times. During green flag conditions, all children are allowed a period of time outdoors. During yellow and red flag conditions, the Center Director will determine which age groups will be allowed outdoors and the length of time allowed. No children will be allowed to play outdoors during black flag conditions. During winter months, preschool children will be taken outdoors daily for short periods of time. Toddlers, pretoddlers, and infants will be taken outdoors based on the weather and judgment of the Center Director and teachers.

Sponsors are encouraged to provide sun-protective clothing, such as hats, for outdoor play between the hours of 10 AM and 4 PM. Sponsor provided sunscreen of SPF 30 or higher can be applied with a signed consent form. In colder months, patrons are encouraged to provide jackets, gloves and hats to protect against the colder elements.

Water is available on the playground and in the classrooms to ensure children remain hydrated.

## FIELD TRIPS

State regulations require children less than 4 years of age to be in an approved car seat. As transportation is not available to accommodate car seats, field trips for the CDC will be limited to places the children can walk. A MCLB bus will be utilized to transport the children in the event of inclement weather. Teachers plan special visitors to the classroom. Families are encouraged to participate by assisting in planning or recommending particular persons or programs. Field trips are a regular part of the program for SAC and Summer Camp. Each family is asked to sign a release of liability and permission for their child to participate in the field trips. Advance notification of a planned trip is made to all patrons.

## BIRTHDAYS & HOLIDAY CELEBRATIONS

Birthdays are celebrated once a month with a cake by each classroom within the 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. Families who desire to hold birthday parties must do so outside the center. Staff will assist families 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 be given an invitation.

Multi-cultural holidays are celebrated in the CDC. Families are encouraged to participate in these holiday celebrations by engaging in special activities designed for family-child interactions. If your child cannot participate in these events for any reason, please make plans to pick your child up from the CDC prior to the celebration.

## TOILET LEARNING

Child Development Center staff will assist sponsors with toilet learning after it has been initiated in the home. Families should provide several complete changes of clothing. Should a child soil all his/her own clothing, the family may be notified to bring more clothing or center based donated clothing may be used when available. Teachers will encourage the child to toilet at regular intervals but will not restrain the child on the toilet. Due to sanitation requirements, the child may be placed in a diaper during nap until he/she gains bladder control during sleep. Families who are preparing for this major milestone should contact their child's teacher and plan the transition from home to the CDC.



## DISCIPLINE

Our programs strive to practice the principles of "Conscious Discipline." We believe that discipline is the continuous process of teaching a child to have control over his/her own behavior. Our goal is to aid the child in developing self-discipline and achieving socially acceptable behaviors. We believe that children learn best when they feel safe, feel loved and have the power to make choices. We believe that the family and teacher's job is to make a child safe and the child's job is to try to stay that way. We will try to make each classroom a safe environment with fair and consistent limits where children can learn to make appropriate choices. Teachers are expected to use positive reinforcement of responsible behaviors and redirection of unsafe or otherwise unacceptable ones in guiding children's behavior. Because different cultures may vary in child rearing practices communication between teachers and families is vital so that the home and the center work together in developing consistent behavioral expectations

## COOLING OFF PERIOD

If a child cannot be directed away from an unacceptable behavior and is unable to regain self-control, he/she will be given a "cooling off" period. The child may be directed to a safe place where he/she can be helped in practicing calming activities or the child may be allowed to choose another area for solitary play. During this period of time, the child is allowed time to reflect on the occurrence and discuss it with the teacher before returning to group activities. Children will not be restrained in a chair. The child will be allowed to choose a quiet, solitary activity that assists him/her in recovering self-control.

## GUIDANCE TECHNIQUES

The following techniques are used to guide children in developing self-discipline and self-control.

### WE DO:

- Praise, reward and encourage
- Reason with and set limits for children
- Listen to children
- Provide children alternatives to inappropriate behavior Provide children with natural and logical consequences of their behaviors as punishment
- Treat children as people and respect their needs, desires and feelings
- Ignore minor misbehaviors
- Explain things to children on their level
- Use a cooling off period for children to regain self-control
- Stay consistent in our expectations while working with young children

### WE DO NOT:

- Spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish children
- Make fun of, yell at, threaten, make sarcastic remarks about or use profanity
- Relate discipline to eating, resting, or sleeping
- Leave children unattended
- Place children in locked rooms, closets or boxes
- Allow discipline of children by children
- Criticize, make fun of, or otherwise belittle children's parents, families or ethnic groups
- Use cribs or high chairs for disciplinary purposes
- Bind or restrain movement of mouth or limb

It is the desire of the Children, Youth and Teen Programs staff to provide your child with the support that is necessary to be successful in his/her classroom environment. Establishing early pro-social classroom behaviors will promote future school success. In the event that the above positive guidance strategies and re-direction are not successful in changing a child's challenging behaviors, a parent conference will be called. The family and staff will create a plan for the child's success. Every attempt will be made to work with the child to facilitate classroom success with priority for all children and staff. When the child's behaviors jeopardize the safety of him/herself and/or others, the staff and family will work with the child on an improvement plan.

## AGGRESSIVE BEHAVIOR

### **Ages 2-5 years:**

Children are expected to listen to teachers and follow directions as required to ensure the safety and well-being of the child, other children and staff. Clear behavior limits are established in each classroom.

Physically harming children and/or staff will not be tolerated. If a child does not adhere to the designated limits of the classroom, he/she will be given clear, short and positively phrased warning, choices of appropriate behavior or redirection.

Out of control conduct including refusing to listen to teachers, running out of the room or away from a teacher while outside of the classroom, throwing furniture or objects, or harming another child will result in the child being removed from the classroom and taken to the front office where they may spend time with a lead technician, assistant director, training and curriculum specialist, or the director. The parent will be notified of behavior that warrants additional attention and a parent conference will be initiated. During the parent conference, ideas about how to help the child participate appropriately will be discussed. A behavior contract may be initiated. Serious or repeated behaviors may result in the child being sent home for the day or suspended indefinitely.

Children who frequently lose control will have their situation addressed on an individual basis through sponsor conferences. Teachers and parents will work together to resolve inappropriate behavior. CYP management will work with sponsors to modify the child's behavior (call sponsors to observe behavior, providing limited one-on-one, assisting with contacting family resources, etc.). Behavior contracts outlining expectations of the child's behavior, the teacher's responses and the family's responsibility will be generated and signed. Sponsor failure to get involved or in situations where continued harm to others is prevalent will result in termination of childcare services.

### **School Age, Kindergarten - 12 years:**

Children in School Age Care are expected to participate appropriately in activities, clubs and events. Each child will be respectful to others by not using rude or profane language, keeping hands and feet to themselves, and using appropriate manners.

The following conduct is prohibited: running inside the building, ignoring adults giving directions, physical contact with peers or adults in anger, frustration or with a disregard for personal safety, bullying peers and throwing or destruction of objects.

Consequences will be applied to children found to be in violation of expectations for conduct. The family will be notified of violations in conduct with incident reports that must be signed by sponsors and kept on file. Repeated incidents of behavior will require a sponsor conference to discuss behaviors. Some incidents may require the immediate removal of the child from participation in the program. Conduct that jeopardizes the safety of peers or staff is not tolerated. These incidents will be reviewed on a case by case basis.

## BITING

Young children's biting one another is the most common, most difficult situation in group childcare, especially within the pre-toddler/toddler age group. Biting is a natural phenomenon that has little developmental significance. It is not something to blame on children, families or teachers. Children who bite at a young age are not on a path of becoming a discipline problem. It is an anti-social behavior of a child not yet able to participate fully in social situations.

Children may bite for any number of reasons such as teething, impulsiveness and lack of self-control, excitement and over stimulation, or frustration. When a child begins biting behaviors, the teacher will track behaviors that lead to biting incidents and help the child avoid such situations. The name of a child who bites will not be released to other patrons, as it serves no useful purpose. Families of children who bite will receive an incident/accident report as will the child who is injured. Families will be immediately notified if a bite requires medical attention beyond first aid treatment. In most instances, the biting will continue for a period of time and gradually lessen. Every effort will be made to help the biting child achieve socially acceptable behavior. In severe cases, it may be necessary to remove the biting child from the CDC for a period of time.

Every effort will be made to assist the family in finding a satisfactory childcare setting while the child is away from the group setting. PUNISHMENT DOES NOT WORK TO CHANGE THE CHILD'S BEHAVIOR. The young child will not understand delayed punishment at home and punishment at the center will only make the situation worse.

## APPROPRIATE TOUCH

Children need to be given affection and comfort from their teachers. The following touch policy was designed to provide this necessary contact between children and staff without unduly alarming sponsors or the child. Also, this policy should allow caregivers to feel relatively free of potential legal action or accusations when performing their duties.

CYP is required to participate in the Child and Adult Care Food Program (CACFP). A well-balanced breakfast, lunch, and afternoon snack are provided. An income eligibility application must be completed annually for each child. Menus are prepared using CACFP guidelines. A monthly menu is posted in each room and is provided to each family throughout the month. Meal times are as follows:

### APPROPRIATE TOUCHES ARE:

- Hugs, reassuring touches on the shoulder, backrubs at naptime to help a restless child fall asleep
- Holding a child on your lap that needs comforting due to separation anxiety, illness or injury when it is desired by the child
- Assisting a child with toileting or diaper changing, which includes cleansing the diaper/genital areas as necessary
- Touches that affect the safety and well-being of a child, i.e. , holding hands while crossing the street, holding a child gently but firmly during a temper-tantrum to prevent self-injury or injury to others
- Rocking infants or holding children in a manner that recognizes the importance of physical contact to nurture and guide

### INAPPROPRIATE TOUCHES ARE:

- Forced hugs or kisses, or use of coercion or other forms of exploitation of a child's lack of knowledge
- Prolonged tickling; fondling or molestation
- Prolonged physical contact with diaper areas while providing toileting assistance or diaper changing
- Attempts to change behavior with adult physical force, often applied in anger
- Satisfaction of adult needs at a child's expense
- Reinforcing the concept of "striking out" in response to a problem
- Physical contact with intent to punish
- Forceful holding of a participant with sufficient force to cause pain or as a way to change behavior.

## MEAL SERVICE

CYP is required to participate in the Child and Adult Care Food Program (CACFP). A well-balanced breakfast, lunch, and afternoon snack are provided. An income eligibility application must be completed annually for each child. Menus are prepared using CACFP guidelines. A monthly menu is posted in each room and is provided to each family throughout the month. Meal times are as follows:

Pre-K Breakfast: 0715-0730

CDC Breakfast: 0730-0815

Morning Snack: 0930

Lunch: 1100-1200

Afternoon Snack: 1430

Infants are fed on demand

- Children eating table food must be at the center during meal service, as food may not be held for later consumption.
- Family style dining is conducted in each classroom. Teachers sit and eat with the children to enhance social interaction and promote healthy eating habits. Children are encouraged to sample all foods, but are not forced to eat. Children participate in table setting, serving and cleanup.
- No food may be brought to the CDC/SAC with the exception of infant formula or breast milk.
- The amount of powder infant formula sent home is to cover the meals at the CDC and does not include meals consumed outside of the CDC. Families who do not accept the selected formula for their infant may continue to provide formula or breast milk. All formula or breast milk should be brought daily to the CDC in plastic bottles labeled with the child's name and date the bottle was prepared. Infants may be fed infant food beginning at four months of age. Separate infant menus are available. Families and staff work together to introduce new foods to infants and when transitioning from infant food to table food. In an effort to maintain good dental health, juice will be served only in a cup to infants over 8 months of age and teachers will assist families weaning their infants from a bottle to a cup.
- Space is provided in the infant rooms for breastfeeding mothers wishing to nurse their children.
- If not completely consumed, staff will discard the contents of a bottle after one (1) hour.

## FOOD ALLERGIES

Child Nutrition Regulation 7 CFR 226.20 (h) of the Child and Adult Care Food Program states: "Substitutions because of medical needs shall be made only when supported by a statement from a recognized medical authority which includes recommended alternate foods." Sponsors are required to provide a doctor's statement of the child's food allergy (ies) and recommended substitution (s) noting portion and frequency of each substitution. Upon receipt of this information, the center will provide alternate foods for the child.

## 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 doctor's statement specifying, based on religious beliefs, the food or food component for which a substitute is required and the recommended alternate foods.

## COMMUNICATION

Daily Activity Sheets are sent home each day. This report contains information relative to meals, rest periods, diaper changes/toileting, the child's moods, and other activities that have occurred during the day. Each classroom posts the day's activities. Weekly activity plans and the daily schedule are also posted. Teachers are available daily for short chats regarding the classroom's activities. If a longer conference is desired, please notify the Center Director so that arrangements can be made for another staff member to substitute in the classroom. It is of utmost importance that there be adequate supervision at all times. Phone conferences can be arranged if necessary. Families are encouraged to talk with their child (ren) daily about their activities. Open communication between families and staff will promote a healthier environment for the child and a more satisfactory care arrangement for the family.

## FAMILY PARTICIPATION

The Parent Participation Program (PPP) is designed to encourage sponsors to take an active role in their children's early educational experiences. The program consists of a Parent Advisory Board and a Parent Involvement Plan.

**PARENT ADVISORY BOARD:** A Parent Family Advisory Board (PAB) is established for all Children and Youth Programs to provide recommendations for the improvement of services and operations. The board consists of a chairperson, vice-chairperson, secretary and a representative from each site or program with voting privileges. Other patrons are encouraged to participate in regularly held meetings and share information and ideas with the voting members of the PAB. The Family Care Branch Manager and CDC Director function as advisors to the PAB. Notification of PAB meetings will be posted at the CDC for sponsor's convenience. The Parent Advisory Board also provides oversight for the Family Involvement Plan. For additional information on the PAB, please see your Center Director.

**PARENT INVOLVEMENT PLAN:** Sponsors are allowed easy access to their child's classroom at all times and are encouraged to participate in the activities. Parent Participation events are noted on the monthly calendar. In addition, each family may select ideas from the list of family involvement ideas (Appendix A.) Families will be asked to sign a participation record each time they engage in an activity. These records are maintained at the CDC as supporting documentation for the Parent Participation Program.

## DONATIONS

Occasionally, the classroom will post a wish list of items that are needed such as paper towel rolls, dress-up clothes, magazines, thread spools, wall paper samples, etc. Please check with your child's classroom or Center Director before discarding items that may be of use in the center. We will gladly accept plastic grocery bags. Your trash just may be our treasure!

## APPENDIX A

### FAMILY INVOLVEMENT IDEAS PICK AN IDEA OR CREATE YOUR OWN!

#### LANGUAGE

Share cultural experiences  
Put on a puppet show  
Perform voice imitations  
Make a book/read a book  
Make a video and share it  
Make story book cassettes  
Hold a scavenger hunt  
Play London Bridge  
Play Hokey-Pokey

#### DRAMATIC PLAY

Create a prop box  
Make a costume  
Dress as a character  
Teach table settings  
Paint faces  
Have a tea party  
Organize a picnic  
Donate clothing  
Create a play store

#### SELF-HELP SKILLS

Teach zippering  
Teach buttoning  
Teach snapping  
Teach shoe-tying  
Teach dressing skills

#### MOTOR SKILLS

Play soccer, football  
Teach aerobics  
Teach dance  
Jump Rope  
Hold Car Races

#### CREATIVE EXPRESSION

Assist with an art project  
Draw a picture  
Draw pictures on the window  
Cut out pictures  
Do sponge or marble painting  
Collect collage materials  
Plant flowers/vegetables  
Mix paint  
Fill glue bottles  
Plan a woodworking project  
Share a cooking experience

#### MANIPULATIVES

String beads  
Work a puzzle  
Make a puzzle  
Play a table game  
Build with Legos  
Create a sand castle  
Sort toys  
Make "feely" bags  
Make play-dough

## APPENDIX B

### ADDITIONAL RESOURCES

**Marine Corps Community Services (MCCS)**- MCCS is your base connection to services, activities and upcoming events. Check out their website at [www.mccsalbany.com](http://www.mccsalbany.com)

**Bright from the Start**- Offering information about GA funded Pre-K programs. Website: <http://decal.ga.gov>

**Boys and Girls Club** - "Boys and Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging and influence. Boys & Girls Clubs are a safe place to learn and grow - all while having fun. They are truly The Positive Place For Kids." Website: [www.bgca.org](http://www.bgca.org)

**Military Child Education Coalition** - Our mission is to level the playing field for the highly mobile military child anywhere in the world. Website: [www.militarychild.org](http://www.militarychild.org)

**The National Association of Child Care Resource and Referral Agencies (NACCRRA)** - Website: [www.naccrra.org](http://www.naccrra.org)

**National Association for the Education of Young Children** - "Parents and families are young children's first teachers. Whether you're looking for a quality childcare program, preschool, or school for your child, or you're interested in activities you can do at home to encourage your child's development, NAEYC can help!" Website: [www.naeyc.org](http://www.naeyc.org)

**Council on Accreditation** - partners with human service organizations worldwide to improve service delivery outcomes by developing, applying, and promoting accreditation standards.

Website: <http://www.coaafterschool.org/>

**National Capitol Poison Center - Be Prepared!** Put the Poison Center's emergency number on or near the phone — in every home where your child spends time. Website: [www.poison.org](http://www.poison.org)

**Zero to Three**- "Parents are the real experts. You know your child better than anyone. You're also your child's first—and most important—teacher." Website: <http://zerotothree.org>

**Military One Source**- A 24/7 Resource for Military Families.

Website: [www.militaryonesource.com](http://www.militaryonesource.com)

**WIC Office**- Special Supplemental Nutrition Program for *Women, Infants, and Children*

Base office phone number: 229-430-6418

**Family Readiness Officers**- Local resource personnel for Military Families

Base: 229-639-8896 LOGCOM: 229-639-7147

**Consumer Product Safety Commission**- Search listings for toy recalls

Website: <http://www.cpsc.gov/index.html>

**Child and Adult Food Program**

Website: <http://www.decal.ga.gov/Nutrition/NutritionServicesMain.aspx>



## APPENDIX C

### INTERACTIVE CUSTOMER EVALUATION (ICE)

The Interactive Customer Evaluation (ICE) system is a web-based tool that collects feedback on services provided by various organizations throughout the Department of Defense (DoD). The ICE system allows customers to submit online comment cards to rate the service providers they have encountered at military installations and related facilities around the world. It is designed to improve customer service by allowing managers to monitor the satisfaction levels of services provided through reports and customer comments.

- DOD based customer feedback system that addresses concerns within the facilities and activities here at MCLB Albany.
- Your opportunity to voice any concerns, "the good" or "the bad."
- Suggest how you would like a situation addressed and/or a program changed.
- Provides a prompt, up to date information flow between MCLB management and customers.
- No suggestion boxes or extended waits for resolutions.

Please visit the website to leave a comment regarding any of our programs.

<http://ice.disa.mil>



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Please cut along dotted line, sign and return to your child's classroom or program lead.

I have read and understand all guidelines, policies and procedures detailed within the MCLB Albany Children, Youth and Teen Programs Handbook. In signing below I agree to abide by these statements as an enrolled client. I understand that information provided regarding my child's status, physician diagnosis or my family status must represent complete and accurate information. I also understand that providing false information is a violation of center policy and could result in termination of enrollment.

**Sponsor Signature:** \_\_\_\_\_

**Name of Child (ren) :** \_\_\_\_\_

**Date:** \_\_\_\_\_