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# Child, Youth & School Services

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## U.S. Army Child, Youth & School Services



### Parent Handbook

Fort Polk,  
Louisiana



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*Child, Youth & School Services at Fort Polk is committed to provide quality services that support readiness by reducing conflict between parental responsibilities and mission requirements. We're proud to support the Army Family Covenant and invite your suggestions as to how we may better serve you.*

**-Marla Menard, CYS Services Coordinator**

### **GOALS**

- To ensure availability of quality programs and services for children and youth ages 6 weeks to 18 years.
- To provide programs that are affordable to both patrons and the Army.
- To provide programs and services in accordance with statutory requirements, DoD policy and Army standards.
- To provide high quality, customer-oriented services that support families and encourage open, honest communication.
- To ensure all staff members and providers are well trained and able to carry out their responsibilities.

### **PROGRAM DESCRIPTION**

Child, Youth & School Services comprises 5 delivery systems:

1. **Parent and Outreach Services (POS)** is the gateway to Child, Youth and School Services and is your first stop for any CYS Service. The program consists of: Parent Central Services for resource information, registration and enrollment, Parent Education and Advisory Board, Volunteers, Kids on Site outreach care, and School of Knowledge, Inspiration, Exploration and Skills (SKIES).

2. **Child Development Services** offers facility-based care in the Child Development Center (CDC) or home-based care in government quarters, known as Family Child Care (FCC). Full-day, part-day care and before/after school care options are offered. Hourly and extended care options are also available.

3. **School Age Services (SAS)** offers before and after school programs, full-day programs during school vacation, school closures and summer camp for children in 1st - 5th grades.

4. The **Youth Services (YS)** delivery system offers regularly scheduled programming and drop-in options provided through the Middle School & Teen (MS/T) program for 6th - 12th graders.

5. The **Sports and Fitness Program (SF)** is offered for children/youth 3 - 18 years of age.

All **CYS Services** programs are closed on Federal holidays and the Friday after Thanksgiving.

### **PROGRAM ELIGIBILITY**

Department of Defense (DoD) has established eligibility criteria for utilization of CYS Services programs. Authorized users include children/youth 6 weeks - 18 years of age who are family members of active duty military, DoD civilians, reservists on active duty and contractors working on Fort Polk.

### **SPECIAL NEEDS CHILDREN**



Children with special needs must be ensured adequate trained staff to meet their needs through the Special Needs Accommodation Process (SNAP) prior to enrollment. To ensure appropriate placement in CYS Services programs, the Parent and Outreach Services Director coordinates with the Exceptional Family Member Program (EFMP) and arranges for a meeting of the SNAP. The SNAP is composed of the child's parents, health care, local community representatives and child development professionals whose purpose is to determine and make recommendations as to the best CYS Services placement for the child. Parents are required to attend the SNAP meeting, provide documentation, answer questions and provide input regarding the child's needs.

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Before acceptance to care, the SNAP Team Care Plan must be in place. If the child/children are identified with a special need while enrolled in one of our programs, please see the child's Program Director immediately and complete the CYS Services Health Screening Form. Our goal is to reasonably accommodate individuals with special needs. The SNAP team will make every effort to support parents with child/youth care need in any appropriate environment.



### **NON-DISCRIMINATION POLICY**

In accordance with Federal law and U.S. Department of Agriculture policy, Fort Polk Child, Youth & School Services does not discriminate against any person(s) because of race, color, national origin, gender, age, disability or breastfeeding. Any person(s) alleging discrimination has a right to file a complaint within 180 days of the alleged discriminatory action. All civil rights complaints, written or verbal, should be forwarded immediately to:

**USDA Director - Office of Civil Rights  
Whitten Building, Room 326-W  
14<sup>th</sup> and Independence Avenue South West  
Washington, DC 20250-9410  
Or call (202)720-5964 or (800) 795-3272**

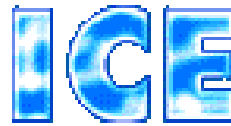
The complaint should contain the name, address, and telephone number of the person filing the complaint. Also, the specific location and name of the entity for whom the complaint is against and the nature of the incident or action that led the complainant to feel discrimination was a factor should be included. The basis on which the complainant feels discrimination exists and the date, names, titles and business addresses of persons who may have knowledge of the discriminatory action. USDA is an equal opportunity provider and employer. (see Discrimination Complaint Form at the end of this handbook)

## **OPEN DOOR POLICY**

CYS Services has an Open Door policy which permits patrons' families access to programs at all times. No concern is too minor to bring to our attention. Our goal is to meet the needs of children/ youth and families. By working together, we make Fort Polk CYS Services the best it can be. Parents are encouraged to follow the chain of concern to ensure speedy resolution of issues in reporting problems and concerns as follows:

- (1) Program Director
- (2) Coordinator, Child, Youth & School Services
- (3) Director of Family and Morale, Welfare & Recreation
- (4) Garrison Chief of Staff
- (5) Garrison Commander

Patrons are also encouraged to use the Interactive Customer Evaluation (ICE) system. ICE is a web-based customer feedback system designed to determine the customer's satisfaction level of the services within a location or organization. Patrons may log on to: <http://ice.disa.mil>.



## **PROGRAM STAFF**

Staff members are certified in First Aid, CPR, and have received training as required in AR 608-10 and AR 215. CYS Services follows the ratio guidelines as stated in AR 608-10.

Parents frequently ask staff to babysit their children. CYS Services does not authorize nor take responsibility for any services that employees may provide outside of the CYS Services premises or program area.



## **PARENT AND OUTREACH SERVICES**

### **PARENT CENTRAL SERVICES**

#### **REGISTRATION IS FREE.**

Parent Central Services operates as a one-stop child/youth registration point for all delivery systems. We are your first stop for information, registration and placement in all CYS Services Programs. PCS is located in Building 400, on the corner of Mississippi Avenue and Radio Road. Office hours are from 8 a.m. - 5 p.m. for appointments and walk-in service. Call 531-1955/1956 for an appointment. Registration in any CYS Services program (CDC, FCC, SAS, MST & Sports) requires the following:

- Sponsor's Social Security Number
- Proof of Child Eligibility (if child's last name is different than sponsor)
- Parent(s) Home and Work Information
- AKO Email Address
- Proof of Total Family Income
- 2 Local Emergency Contacts/Child Release Designees
- Family Care Plan Short-Term Release Designee (single or dual military)
- Child's Official Shot Record
- Deployment Orders (in order to receive AFC discount)

If you were previously registered with another installation we can import your files. If you have never been registered you can start your registration online at <https://webtrac.mwr.army.mil/webtrac/Polkcym.html>

All forms can be obtained online:

[http://fortpolkmwr.com/parent\\_central\\_services](http://fortpolkmwr.com/parent_central_services)

#### **PLEASE NOTE THE FOLLOWING:**

**Registration requires complete and current information. It is essential that emergency contact data be kept current at all time. Failure to maintain immunization and health records will lead to suspension of services. Payment of fees is required during any suspension to maintain the child's space in the program. Any**

**change in special needs or identification of special needs should be reported to the program director. All registration information is updated annually. If you do not follow these guidelines, your child may be declared ineligible. You will be issued three key fobs per child, which will be required for you or your youth to swipe the child/youth into and out of the center whenever you use the program.**

Appointments and walk-in service are available from 8 a.m. - 5 p.m. Monday–Friday.

Services available are:

- Registration/Re-registration
- Household updates
- Payments/refunds
- Program enrollment
- FCC referrals
- Change of care status
- Ask questions about CYS Services programs and available online services



Childcare waiting lists are established when a program has reached its enrollment capacity. Parents wishing to enroll their children in a program with a waiting list will need to complete a waiting list form with Parent Central Services. Parents are responsible for contacting Parent Central Services every 30 days to update their status. Failure to do so will result in removal from the waiting list.

The waiting list priority is as follows:

- 1) AD Military/DoD Civilian Single Parent, Dual Working Military and DoD Civilian
- 2) AD/DoD with non-DoD employed spouse
- 3) AD/DoD with non-employed spouse
- 4) Eligible DoD Contractors/Retirees

Parents have 24 hours to accept program placement after notification. Messages left on voicemail or answering machines are considered official notification.

### **PARENT AND OUTREACH SERVICES**

- **Resource Services**: Assists parents in locating off post childcare options and information on childcare availability at other Army installations.
- **Volunteer Services**: A central point of contact for volunteers within CYS Services programs. Interested volunteers should register through Army One Source.
- **Parent Education**: Parent and Outreach Services maintains a small parent resource library to assist parents with needed resource materials and provides parent education classes.
- **Kids On Site (KOS)**: Offers onsite childcare for special group functions. CYS Services staff will provide childcare. Cost is based on a **minimum of 10 children**. Parents must bring a current CYS Services registration card for each child using care.
- **Baby-sitter Training and Referral Service**: Provides CYSitter and Infant/Child CPR training for teenagers and adults. A teenage and adult referral list for parents interested in this child care option can be obtained at the Parent Central Services office.



### SKIES Unlimited

SKIES is an acronym for “School of Knowledge, Inspiration, Exploration and Skills” with the word “Unlimited” for the unlimited possibilities offered to Army children and youth. *SKIES Unlimited* offers instructional programs for children and youth. Through SKIES, children and youth have unparalleled access to opportunities that expand their knowledge, inspire them, allow them to explore, and to acquire new skills. Visit or call PCS for current instructional programs offered. SKIES is constantly seeking instructors who wish to share their skills with the installation’s youth. Refund not authorized for withdrawal from SKIES instructional classes.

### SCHOOL SUPPORT SERVICES

School Support Services provides access to a wide range of resources to facilitate military youth education transitions. Assistance is provided to military parents of school age children, in grades PreK - 12. The School Liaison Officer (SLO) advises the Garrison Commander (an honorary school board member) on local schools and youth education transition issues, communicating school and family concerns and spearheading integration of military children into local school systems. Hours of operation are: Monday through Friday, 8 a.m. - 4:30 p.m. The office is located in Bldg. 400, CYS Services.

#### **The School Liaison Office offers the following programs:**

- **Transition Support** - Helps ease the transfer of military children from school system to school system.
- **Partnerships in Education** - Coordinates partnerships between the community and installation.
- **Installation School Communications** - Acts as representatives for issues involving public schools and the military.
- **Home School Support** - Provides information about Home Schooling in Louisiana.

- **Post Secondary Education Opportunities** - Assists in preparing youth for the transition from high school to work/college.
- **Parent 2 Parent** - Provides parents with information through workshops empowering parents to be the child's best advocate.
- **Youth Sponsorship** - Provides school-aged youth new to Ft. Polk a Youth Sponsor to introduce them to the area and activities in CYS Services.



## YOUTH SPONSORSHIP

Youth Sponsorship is a way to match up relocating military youth with a youth at the new installation, to answer their questions, send them information, and take them around the new installation once they arrive. Nobody knows a place better from a kid's perspective than another one who has been living there for a while.

The Youth Sponsorship Program needs two kinds of people:  
youth willing to serve as sponsors and youth who need a sponsor.

### **GET A SPONSOR!**

Request a Youth Sponsor Form from the SLO. Tell us about you so we can find you a sponsor with similar interests.

### **BECOME A SPONSOR!**

The Youth Sponsorship program only works if the "old hands" are willing to sponsor the "newbies." And who better to help out a newly relocated youth than another youth?

Request more information from School Support Services.



## **CHILD DEVELOPMENT SERVICES**

### **CHILD DEVELOPMENT CENTERS**

#### **Bldgs 744, 702, 3349, & BJACH Bldg 285**

**Full Day Care Program** for children ages 6 weeks to 5 years of age is designed to assist parents needing more than 5 hours of daily childcare. Regular hours for the CDC are from 5:45 a.m.-6:00 p.m. Must attend orientation before starting care.

BJACH Bldg 285 Program hours of operation are 5:45 a.m. - 5:30 p.m. Full day care is offered for Infants and Pretoddlers. Must attend orientation before starting care.

### **CHILD DEVELOPMENT CENTERS**

#### **Bldgs 701, 3349, BJACH 285**

**Hourly Care** is offered in Bldg 701 from 8 a.m. - 5 p.m., Mon - Fri. In Bldg 3349 from 6 a.m. - 8 p.m., Mon - Thur, and 6 a.m. - 6 p.m., on Fri. In Bldg 285 for hospital apts only when space is available. The cost for 6 weeks-Kindergarten is \$4.00 per hr/per child. 1st - 5th grade costs \$4.00 per hr/per child not to exceed 5 hr per week. Reservations are required at least 24 hours in advance. Children in 1st - 5th grade are entitled to 4 free hours of open recreation care per month. This care is only available on the 1st and 3rd Saturday of the month from Noon to 4 p.m., at bldg 701, reservations are required. Must attend orientation before starting care.

### **CHILD DEVELOPMENT CENTER-Bldg 701**

**Part Day Programs** are offered in 2, 3 or 5 day sessions. Hours are determined based on community needs. Part Day Programs follow the Vernon Parish School Calendar and are closed when schools are closed.

**After School** for Kindergarten and 1st grade students during the school year and full day care during the summer, school closure and early release days.

## **FAMILY CHILD CARE (FCC)**

Family Child Care is designed to meet the childcare needs of parents who prefer a small group setting in a home environment. Providers and their homes are certified through and monitored by CYS Services. Childcare fees vary according to contracted services between the childcare provider and the parent. Income-based subsidy may be available for full day patrons in income Categories 1 or 2 in accordance with the Subsidy SOP.

### **FCC offers the following programs:**

- **Multi-age Homes** - provide full day, part day and hourly care for children from 4 weeks to 12 years of age. Multi-age homes can provide care for up to 6 children.
- **Before/After School Care Homes** – offer school age children care in their neighborhoods, before and /or after school and on school holidays. They are limited to providing care for 8 youth.
- **Extended Hours Program Homes** – offer care to parents working second shift, after hours, holidays and weekends.
- **Hourly Care Homes** – provide hourly/drop-in care for children 4 weeks to 12 years of age.

Visit Parent Central Services or FCC, in Bldg. 400 to obtain a password for [www.ArmyFCC.army.mil](http://www.ArmyFCC.army.mil) for a virtual tour of FCC homes.

## **SCHOOL AGE SERVICES (SAS)**

### **SAS OPERATIONAL HOURS AND LOCATIONS**

Hours of operation for Before School Care are Monday - Friday 5:45 a.m. until 8 a.m. After School Care is from 2:45 p.m. until 6 p.m. The program converts to full day care on early release days, school-related closings and during the summer from 5:45 a.m. - 6 p.m. SAS is provided in buildings 701 (1st Grade) and 744 (2nd - 5th grade). Must complete orientation before starting care.

**Hourly care:** provided for children 1st - 5th grades in bldgs 701 and 3349. \$4.00 per/hr, per child.

- **Part Time Care** is \$16.00/day (for less than 4 hours per day).
- **Daily Care** (occasional) is \$30.00/day (for more than 4 hours per day) .
- **Open Recreation** is 4 free hours of hourly care per month (1st - 5th grade only). This care can only be used on the 1st and 3rd Saturday of the month from Noon to 4 p.m., at bldg 701, reservations are required.

### **SAS COMMUNITY PROGRAM OFFERINGS**

Examples of programs provided within SAS that are popular with today's youth, their families, and our community are:

- **CHARACTER COUNTS**- Helps children develop strong and healthy morals and values by implementing trustworthiness, respect, responsibility, fairness, caring and citizenship.
- **BOYS AND GIRLS CLUB** - School Age Services is a member of Boys and Girls Club and offers many program opportunities which enrich children's growth and development. Programs encourage community service through programs such as Promise Passport and offer educational enrichment programs such as Power Hour.
- **4-H** - SAS provides 4-H club opportunities. Children can select from a variety of projects such as Photography, Aerospace, Pets and Computers. Club membership also entitles youth to participate in all parish wide 4-H events.
- **COMMUNITY PARTNERSHIPS** - SAS partners with several agencies to provide a variety of activities for the children.
- **TECHNOLOGY**- SAS offers a Youth Technology Lab with Internet capability. It is closely monitored by the Youth Technology Lab Technician and has software installed to block unwanted sites. Children can access the Internet to write emails, research projects, play games, or do homework.

- **HOMEWORK CENTER**– SAS provides homework assistance to the children and youth enrolled. SAS staff can encourage children to complete homework through Power Hour incentives but cannot force children to do homework.

### **MIDDLE SCHOOL & TEEN PROGRAM**

The MST program operates Monday-Friday after school and Saturday for grades 6-12 at the Siegfried Youth Center :

Mon	3 - 6 p.m.
Tues – Thurs	3 - 8 p.m.
Fri	3 - 9 p.m.
Sat	12 - 9 p.m.

On school closure days, the MST program opens at 1:00 p.m.

Bus transportation from local schools to the MST program is provided during the school year. The MST program offers many trips, tours, and camps during the summer program. Camp Warrior, a one week resident camp, is offered during the summer program. Youth participate in canoeing, archery, wilderness survival, swimming and much more.

The MST program offers youth leadership clubs as follows:

- **CHARACTER COUNTS**- Helps youth develop strong and healthy morals and values by implementing trustworthiness, respect, responsibility, fairness, caring, and citizenship.
- **BOYS AND GIRLS CLUB** - The MST program is a member of Boys and Girls Club. Each club offers many program opportunities which enrich youth's growth and development. Educational enrichment opportunities are offered through tutorial services and Power Hour. Leadership opportunities are offered through Torch Club and Keystone Club.
- **PROMISE PASSPORT**- Offers recruitment, registration, placement and recognition of youth volunteers.



- **4-H** - MST provides 4-H club opportunities. Youth can select from a variety of projects such as Photography, Aerospace, Pets and Computers. Club membership also entitles youth to participate in all parish wide 4-H events.
- **HOMEWORK CENTER** - Homework assistance is provided to MST members. Staff encourage and assist youth with their homework through Power Hour incentives. Also, a certified tutor is available for one-on-one tutoring.
- **TECHNOLOGY** - MST has a Youth Technology Lab with Internet capability. Members can access the internet to write email, research projects, play games or to investigate their next duty station.
- **YOUTH LEADERSHIP INITIATIVES** - Coordination of youth leadership awards & recognition, Army Family Action Program (AFAP) youth delegates and other leadership training and activities.

### **VENTUREPOINT PROGRAM**

The Venture point program aims to venture beyond CYC Services doors to expand services to children and youth on-site in MWR and Family Programs.

- **HIRED!** - HIRED! provides teen apprentice opportunities for 15-18 year olds, to include workforce preparation classes. Teens are assigned to work after school and weekends in MWR operations.
- **EDGE!** - Experience, Develop, Grow and Excel! EDGE! Provides out-of-school opportunities for youth to participate in “cutting-edge” art, fitness, life skills and adventure activities, known as Art EDGE!, Fit EDGE!, Life EDGE!, and Adventure EDGE!.



## SPORTS AND FITNESS PROGRAM

Youth 3–18 years of age are eligible to participate in the Youth Sports and Fitness Program. Sports fees reflect the parent share of coaches training and certification, uniforms and equipment, facilities and files, and officials.

Tournament leagues and competitions are held throughout the year. A variety of sports clinics are offered during the summer.

T-ball	Cheerleading	Bowling
Baseball	Football	Soccer
Softball	Archery	Basketball
Track & Field	British Soccer	



SPORTS  
ABLE



AVAIL-



Youth must be registered with CYS Services prior to participation in the Sports and Fitness Program and have a sports physical on record that will be current for the duration of the sport. Sports physicals are only valid for 12 months from the date on the physical. Fees for participation in each sport or camp vary and are in accordance with DoD fee policy. **No refunds will be given.** Coaches' and Parents' meetings are held prior to the start of each port.

### COACHES

Coaches play an important role in ensuring that children and youth participating in Army sports programs have a positive and beneficial experience. NYSCA certification prepares coaches for the responsibilities of coaching and establishes minimum training requirements for those entrusted in the training of our young athletes.

## COACHING REQUIREMENTS

1) The Army has selected the National Alliance for Youth Sports (NAYS) as the certifying organization for Army Youth Sports and Fitness programs. The National Youth Sports Coaches Association (NYSCA) is the subdivision of the NAYS organization that is responsible for developing the coaches' certification training materials and managing the certification process.

2) Fort Polk CYS Services Sports and Fitness Program is a sanctioned NYSCA Chapter, authorized to provide training in order to fulfill all requirements for NYSCA coaches' certification.

3) Individuals who serve as Fort Polk Sports and Fitness coaches must complete all requirements to obtain and maintain NYSCA certification.



4) Coaches must meet satisfactory background check requirements before beginning practices.

5) Coaches must complete a Volunteer Application and sign a Code of Ethics form, CYS Services Touch Policy and Child Abuse Awareness forms.

## FEE REDUCTION

**Volunteer Head Coaches:** May enroll their own children at no cost in Cat A or B sports occurring during the same play season that the parent is coaching. They may enroll one child at no cost in same Category C Sport. Subsequent children will receive 15% reduction in fees.

**Assistant Volunteer Coaches:** May enroll first child at no cost in any Category A or B Sport occurring during same play season. Subsequent children will receive 15% reduction in fees. Category C Sport will be reduced 15% for the assistant coaches' child(ren) enrolling in a Category C Sport during the same playing season.

## **SPORTS AND FITNESS POLICIES AND PROCEDURES**

- 1) The SF Director will brief parents on the rules for the league. The SF Director will emphasize the important aspects of maximum participation, the teaching of the fundamental skills and rules of the game and having fun.
  
- 2) The SF Director will provide:
  - practice and game schedules to the parents.
  - coaches with the uniform issue schedule.
  - will issue each coach a small first aid kit to include an instant ice pack. First aid kits must be located at each game site and turned in at the end of the season.
  
- 3) The SF Administrative Assistant is responsible for ensuring that all coaches and parents have the necessary phone numbers for the team.
  
- 4) Each team will be assigned an assistant coach. The assistant coach will be in charge in the absence of the coach.
- 5) The following adult staff/coach-to-child/youth ratios are met at all times, indoors and outdoors:

Years of Age	Adult Staff/Coach-to-Child/Youth Ratio
6 weeks – 12 months	1:4
13-24 months	1:5
25-36 months	1:7
3-4 years	1:10
5 years	1:12
6-18 years	1:15

**CHILD, YOUTH & SCHOOLS**  
**POLICIES AND PROCEDURES**

**ADMISSION/RELEASE PROCEDURES**

**Daily Admission Procedures:**

- All parents/guardians are required to log in their children on the computer at the front desk. After that, parents/ guardians must accompany children to the designated care setting and sign them in. In an FCC home, the parent/ guardian signs the child in/out with the provider.
  
- Designated staff will greet the parent/guardian and child upon arrival. Before the parent leaves, the staff will observe each child for obvious signs of illness.
  
- A basic exchange of information between caregiver/provider and parent/guardian will take place daily. Conferences may be scheduled for additional exchange of information, minimally twice a year.
  
- Access to child activity areas is available to parents/guardians at all times during attendance.

**Release Procedures:**

- Child will be released only to parent/designee (with identification) annotated in writing on official registration forms.
  
- A child will not be released to siblings or other children under age 13.



- Copy of custody agreements or a court restraining order must be on file if child access is denied to a specified parent or guardian.
- In instances where parent/designee appears to be under the influence of alcohol or drugs, or a child's well being appears to be threatened in any way, the Provost Marshall's office will be called to monitor the situation.

### **CHILD ABUSE REPORTING**

Prior to employment, CYS Services employees receive appropriate background clearances. Employees attend Child Abuse Awareness training annually. CYS Services employees are required to report any signs of child abuse.

If you suspect child abuse, child neglect, or a safety violation in a CYS Services facility or Family Child Care Home, report it to the Fort Polk reporting number (531-HOPE/531-4673), or call the DoD Child Abuse and Safety Violation Hotline number (1-800-336-4592).

### **PARENT PARTICIPATION/EDUCATION**

Parents are considered an integral part of CYS Services and are encouraged to participate in all programs and activities. To ensure the best experience for the family/child all families are required to attend an orientation prior to the child's start date. This will give the family time to visit/tour the facility, meet the caregiver, explore the developmental program the child will experience, discuss guidance techniques used in the program, as well as program requirements. The goal is to provide the child with a consistent and seamless environment between home and day care. Parent/staff communication contributes significantly to the child's well being. Parents are encouraged to talk to their child's teacher on a daily basis. Conferences with the teacher and/or director may be requested at a time convenient to the parent. Conferences are held at a minimum of two times per year. (Oct-April)

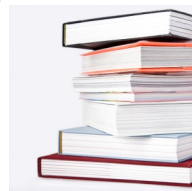


Written communications are also of great benefit to parents, staff and children. In an effort to keep parents well informed, newsletters, calendars and notices will be sent home with children on a regular basis.

Parents may visit, eat lunch with their children and/or participate in the activities of the program at any time. In addition, they are invited to share their skills/talents with the children (i.e., cooking, games, sports activities, arts and crafts, etc.) or volunteer for field trips and special events.



Child and Youth Action Council meets on a quarterly basis and is comprised of representatives from various organizations on the installation (i.e. Family Child Care, Child Development Center, Youth Center, School Age Services, Fort Polk Officers' Spouses' Club, Enlisted Spouses' Club, Boy and Girl Scouts, Army Community Service, American Red Cross and parent representatives). For more information, please call Parent and Outreach Services at 531-6778.



Videos and resource materials are available and can be loaned out to parents. These resources address a variety of topics such as parenting, child development, child health, etc. Training Specialists are available to provide answers to your early childhood/school age questions.

Websites for Parent education and information:

- <http://www.armymwr.com/portal/family/childandyouth/>
- [www.militaryonesource.com](http://www.militaryonesource.com)



## PARENT ADVISORY GROUP

Parents are encouraged to attend the Parent Advisory Group. The group is made up of parents, staff members, command representatives and individuals throughout the community interested in improving and supporting all Child, Youth & School Services programs. Please contact the program director for dates and times.

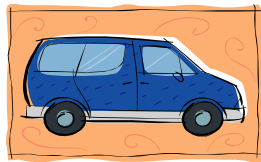


## SPECIAL EVENTS

- Children will participate in the planning and preparation process of all celebrations.
- Parents are welcome to participate in and attend special celebrations.
- Parents who wish to contribute nutritious food or drinks for a special event are welcome to do so provided clearance is given by the CYS Services Food Services Director and Program Director.
- No homemade food or drinks will be accepted.
- Balloons will not be a part of a celebration.
- Parents who want to photograph or video children must provide the program with a 2-day notice for the convenience of other parents who may not want their children included.

## TRANSPORTATION & FIELD TRIPS

Government vehicles or chartered buses are used to transport CYS Services members for field trips, outings, etc. Written permission is required for each specific trip.



## **SCHOOL CALENDAR, INCLEMENT WEATHER AND EMERGENCY CLOSURES**

CYS Services will close in accordance with post closures. Please listen to local radio or watch local TV for latest updates. In the event of delayed post openings, CYS Services programs will open at the announced post opening time. In case of post closure during normal business hours, parents should pick up their children as soon as they are released from duty.

CYS Services After School Programs will follow the Vernon Parish School calendar. When school is out for in-service days, holiday vacations, etc., CYS Services programs will convert to full day care. During periods of inclement weather when school is closed, CYS Services will make every attempt to be open for full day care.



Should the weather become so severe that the installation is closed, CYS Services will remain open for essential personnel only. Parents working in positions designated as "key and essential" must provide verification of key and essential status.

## **HEALTH AND SAFETY**

Any restrictions or special precautions concerning diet, medications, allergies or medical conditions will be specified in the child's health file and annotated in a Special Needs Accommodation Process (SNAP) meeting. CYS Services personnel will implement physician recommendations. To attend the CYS Services program, children must be free from communicable diseases. Children must have documentation of a health assessment signed by a health care professional, within 30 days of registration date.

Proof of a complete and current immunization record based on the American Academy of Pediatric (AAP) guidelines is required. Failure

to maintain a current health assessment or current immunizations may lead to suspension of a child's CYS Services pass.

Children who show symptoms of the following may not participate in the CYS Services program in accordance with AR 608-10:

- Temperature in excess of 101° Fahrenheit (axillary) for children 3 months of age and older.
- Temperature in excess of 100.5° Fahrenheit (axillary) for infants under 3 months of age
- Impetigo
- Scabies
- Pinworm
- Chicken Pox
- Head Lice/Nits
- Conjunctivitis (Pink Eye)
- Persistent cough, severe diarrhea, vomiting
- Symptoms of other contagious diseases, such as measles, mumps, hepatitis, scarlet fever, and strep infections.
- Inability to participate in daily activities



Children who become ill after arrival to a CYS Services program will remain in an isolated area until such time that arrangements can be made for the child's release to the parent or parent designee. Parents **MUST** pick up the child within one hour of notification of illness. Failure to do so will result in contacting parents' chain of command. As a federally regulated referral agency, CYS Services personnel are required to report any suspicion of abuse or neglect to authorities.

### **CHILD ABSENCES**

Please notify the program director if your child contacts a communicable illness or will be out several days. If your child will not be attending the SAS program because of a scheduled appointment, illness, vacation, or other planned absences, please notify the SAS

program staff as soon as possible. Absences without prior notification may be mistaken for a missing child and unnecessary concern and time may be spent by staff searching for the child. If a child does not arrive at the program as expected, the SAS staff will first contact the school (to see if the child was absent or went home early) and then contact the parent, if the parents cannot be reached, the staff will call the child's emergency contact. If all attempts fail to locate the whereabouts of the missing child, the Military Police will be notified. Remember, there are no refunds given for absences from the program.

### **RE-ADMISSION FOLLOWING ILLNESS**

A child may return to a CYS Services program when the child feels well enough to participate in daily activities and the following exist:

1. Fever has been absent for 24 hours or is related to a non-contagious illness (i.e. ear infection) documented by a healthcare professional
2. Nausea/vomiting/diarrhea has subsided for 24 hours or longer
3. Lesions from impetigo are no longer draining and under treatment for 24 hours
4. Scabies is under treatment for 24 hours
5. Lice are under treatment - no nits are present
6. Pinworm treatment was administered 24 hours prior to re-admission
7. Conjunctivitis has been diminished (eyes are no longer discharging)
8. Chicken Pox lesions are crusted
9. Child has completed contagious stage of illness. A note from the health care provider may be required for child to return to care
10. The appropriate doses of antibiotics have been given over a 24-hr period for strep infections.
11. If a child has been hospitalized, a statement to return to care from the physician must be submitted to CYS Services that outlines the child's specific care needs and/or restrictions.
12. If a child has been absent for three days without notification to the program, the Lead CYPA will call the parents.

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### **EMERGENCIES**

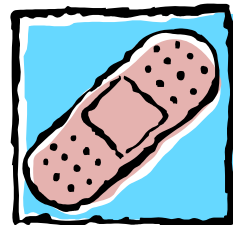
Children who develop conditions after admission that require immediate medical attention will be taken to Bayne Jones Army Community Hospital (BJACH). Conditions that require immediate medical care include: convulsions, marked difficulty in breathing, unconsciousness, lacerations (either significant in size or amount of bleeding), injury to an extremity with obvious deformity, head trauma associated with vomiting or altered consciousness. Parents will be immediately notified of any emergency or acute illness.



The installation Army Public Health Nurse (APHN) and parents will be notified of a child's exposure to a communicable disease while in a CYS Services program.

### MINOR ACCIDENTS

All Child, Youth & School Services staff are trained in First Aid and Cardio Pulmonary Resuscitation (CPR). All accidents or injuries are recorded on the Accident/Unusual Occurrence Form for parental notification. Information will include the date, time, location, injured child's name, a brief description of what caused the injury and what the staff did to comfort child or apply first aid. Minor incidents will be held for parental signature at time of child pick-up. For all head injuries and other incidents deemed necessary by the director, the staff will provide parents a phone call informing them of the incident and affording them an opportunity to speak to the child. Parents may also come and check on their children.



## ADMINISTERING MEDICATION

Medication can be administered in the full day programs if the following requirements are met:

- A physician must prescribe medication
  - APHN must approve administration of the specific medication
  - Medication must be in the original container with a child-proof cap and a current prescription label that includes:
    - 1) Date prescribed
    - 2) Physician's name
    - 3) Child's full name
    - 4) Medication name
    - 5) Dosage strength (amount to be given/applied)
    - 6) Administration frequency (specific times for administering)
    - 7) Instructions for use (i.e. by mouth, apply to rash, etc.)
    - 8) Start and stop dates (duration)
  - No oral PRN (as needed) medicine will be administered unless approved by SNAP review or APHN provides Exception to Policy.
  - The child will be on oral medication at least 24 hours before program personnel can administer it. This does not exclude the child from attending the CYS Services Program. A note from a physician for child to be in care is required.
  - Written permission must be obtained by parent/guardian on a DA Form 5225-R, Child Development Services Medical Dispensation. This form is available at the program site.
  - Parent must provide appropriate measuring device for administering medication.
  - As a general rule, program personnel will not administer medications prescribed two or fewer times per day.
  - Medications will not be administered to Hourly Care children. Exceptions can be made on a case by case basis.
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- MST youth may self-administer medication when approved and documented on a care plan by a health care provider. An Unusual Occurrence Report will be completed by the designated staff member in the event a MST youth self-administers medication. Youth must inform CYS Services staff that they have self-medicated or self-medication privileges may be removed.

### **FOOD AND NUTRITION**

CYS Services programs provide nutritious foods that help meet the child's total nutritional needs including one brand /type of formula. Food provided by parents is limited to infant formula, breast milk, baby food, special diets and food for special occasions, when applicable. All other food will be provided by CYS Services in accordance with U.S. Department of Agriculture (USDA) Child and Adult Care Food Program. Cost for meals and snacks are included in the childcare program fees.

Parents are required to inform the appropriate CYS Services staff of any food allergies their child may have. An Allergy Action Plan, provided by CYS Services, must be completed by a healthcare provider for food allergies. A Diet Statement with proper food substitutions must be completed by a healthcare provider, nutritionist or clergy. Parents of children with food allergies will be scheduled for a SNAP to establish the proper care for the child and clarify any treatments necessary.



### **POLICY REGARDING INSTANCES OF BITING IN CDC**

If a pattern of biting develops, the director or designee will consult with caregivers/providers to analyze the situation and form plan of action. Parents with biting children may be referred to New Parent Support Group or other agencies for guidance and assessment. Removal of a child from the CYS Services Program will be considered only after consultation with the Coordinator, CYS Services. Possible alternatives for childcare will be discussed at this time. (Please note: refunds will not be given for suspension due to continuous biting behavior.)

### DISCIPLINE POLICY

Discipline will be approached in a positive, consistent way exercised with an understanding of individual needs and developmental level. Rules, expectations and limitations will be simple and understandable. When a child's behavior requires discipline, it will be constructive in nature using such methods as redirection, separation, appropriate physical restraint (only to prevent harm to themselves or others) or positive reinforcement. There will be no humiliation/verbal threats, threatening tones and words, spanking or corporal punishment of any kind.

When a child displays inappropriate behavior, the situation will be discussed with the child and instructions repeated. Brief separation is sometimes necessary to relieve undesirable situations. In cases of extreme acting up/out, or inappropriate behavior, parents will be notified. Frequent repetition of misconduct may result in suspension from the program. (Note: refunds will not be given for suspension periods.)

**Biting, fighting, hitting & abusive language will not be permitted.**

**The CYS Services Discipline policy will be followed by all patrons, visitors and employees in CYS Services Facilities or activities.**

## TOUCH POLICY

CYS Services recognizes the importance of physical contact for child nurturing and guidance. The following guideline provides examples of appropriate and inappropriate touching of children. **AT NO TIME WILL CYS SERVICES TOLERATE INAPPROPRIATE TOUCHING OF A CHILD. CYS SERVICES STAFF WILL BE TERMINATED IF FOUND TO HAVE TOUCHED A CHILD INAPPROPRIATELY.**

No form of inappropriate touching by CYS Services employees, FCC providers, SKIES Unlimited instructors or volunteers in CYS Services programs will be tolerated.

Examples of inappropriate touching are as follows:

Coercion or other forms of exploitation of the child's lack of knowledge. Satisfaction of the adult needs at the expense of the child. Violation of cultural taboos against sexual contact between adults and children. Attempts to change child behavior with adult physical force, often applied in anger. Forced good-bye kisses, corporal punishment, slapping, shaking, pulling on body parts or clothing, striking or pinching, prolonged tickling, fondling or molestation. Squeezing of neck, arms, etc. Arm twisting. Squeezing of face, as in "look at me."

Physical restraint will not be used unless it is necessary to prevent injury to self or others. Staff will notify the Administrative office and a second person will be present as a witness or to assist the Child and Youth Program Assistant. Physical restraint may not be used for temper tantrums except when the child is out of control; banging head on floor. Physical restraint may be used only when it is necessary for safety.

Caregiver/provider will attempt to call for help before restraint is used on a child. Caregiver/provider will provide a written description of why physical restraint was necessary. Witnesses, if any were present, will sign written documentation. Parents will be informed of how and why physical restraint was used on their child.

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Recognition of the importance of physical contact to the child's emotional/social growth. It teaches affection, care, and a sense of security/safety within a child. Adult respect for personal privacy and personal space of children. Responses affecting the safety and the well-being of the child (e.g. holding hand of child when crossing the street. CYS Services employees and FCC providers should model appropriate touching at all times.

Appropriate touching includes hugs, lap sitting, reassuring touch on the shoulders, and naptime back rubs for a tense child. Hugging, hand holding, playing, stroking, assisting in physical activities, and the like, will only be performed with the child's verbal or physical consent or when child initiated. Kissing will not be allowed on the lips, but only on the cheeks, hands, or head of the child and again only when child initiated or with child's verbal or physical consent. Should a child's genital area need to be examined for reasons other than diapering/toileting procedures, a second staff member (preferably a manager) or provider will be present as a witness. Written documentation of the exam and the reason for the examination, will be completed/signed also by the witness. Whenever possible, complete the examination in direct view of surveillance cameras.

Because boundaries for appropriate and inappropriate touch have often been undefined, CYS Services management personnel must discuss these issues with CYS Services employees and FCC providers prior to the provision of care to ensure correct understanding. CYS Services Training Specialist assigned to SKIES Unlimited programs will discuss these issues and boundaries with instructors, paid and non-paid prior to provision of care.

## DEVELOPMENTAL ACTIVITIES

**NURTURING:** The foundation of an early childhood program is built around loving, caring, warm, and consistent primary caregivers. Programs and routines are consistent so that children’s expectations and predications about adults and the environment are consistent.

**MULTI-SENSORY:** Children are active learners who learn through hands-on experiences. Activities offered use and strengthen tactile (including smell, taste, touch), auditory, visual, creative, and motor skills. From these activities, children gain increased ability to imagine, resulting in increased learning. These activities inspire confidence and competence, which builds self-esteem. Content areas (e.g., math, science, social studies) are presented through integrated, meaningful activities such as block building, sand and water play, food experiences, and dramatic play.

**VARIETY:** Programs provide a wide range of developmental interests. Children are provided with a daily variety of activities and materials such as a large and small muscle activity, art, and music. The level of difficulty is increased as children are involved with the materials and develop skills.

**FLEXIBLE:** When planning daily activities, the special interests of children are considered and the lesson plans are frequently adjusted accordingly. Adults are prepared to meet the needs of children who exhibit skills outside the normal developmental range. The staff’s feedback to parents and children reflects acceptance of differing values.

**SELF-DIRECTED:** Activities provided promote both group cooperation and independence. Children are free to choose activities and self-help opportunities are provided daily. “Hands-On” activities provide children with opportunities to manipulate objects and discover relationships through direct experience and explorations using their senses.

**NON-COMPETITIVE:** Children need to be respected and feel successful because of their own accomplishments, not because of the failures of other children.

### **CHILD CARE PAYMENT AND FEE POLICY**

Military Child Care Act of 1989 codified in Section 568 of the National Defense Authorization Act of 1996, required DOD to establish DOD-wide child care fees based on total family income.

Families experiencing unusual financial circumstances such as moves to higher income category as a result of Family Subsistence Supplemental Allowance or when family's total income declines to a lower fee category should contact Army Community Services Financial Assistance for guidance.

#### **What do parents get for their CDC dollar?**

- **240 hours of child care every month** 10 care hours Monday–Friday averaging less than \$2.00 per hour, 44 nutritious meals and up to 22 snacks
- **15% Fee discounts** when multiple children are enrolled in regularly schedule child care.
- Two weeks of “**child care leave**” included every year.

#### **What do parents get for their School-Age Dollar?**

- **Supervised “out-of-school” activities during duty hours. Homework supervision** and access to state of the art **Youth Technology Lab.**
- Daily nutritious **snacks plus meals** on school out days and summer sessions.
- **15% Fee discounts** when multiple children are enrolled in regular scheduled child care.
- Two weeks of “**child care leave**” included every year.

## LATE PICK-UP (CDC/SAS)

Failure to pick up children prior to closing time will result in a family (for siblings in the same CYS Services site) late fee of \$1/per minute or a maximum of \$15 per CYS Services site (e.g., if a patron has a child in the CDC and SAS programs, the late fee will be assessed and paid to each site) beginning at 1801. Late fees must be paid upon receipt of late fee notice. When children are left in CYS programs 15 minutes after close of business, the staff will call all emergency numbers in the child's file. If no one is found to pick up the children, the military police will be contacted to locate the parents. If the child has not been picked up one hour after closing, the child will be placed in the FCC CYS home. The parent will be responsible for FCC Provider fees.

### **Guidelines covering Child, Youth & School Services fees:**



- Fees are based on total family income and are calculated utilizing patron LES/pay stubs and/or most current income tax statement according to IAW DOD fee policy.
- Patrons whose employment status changes must furnish Parent Central Services with written documentation of decrease or increase in income. If a working patron's job status changes to not working, written documentation must be furnished from the employer.
- First month fees will be due upon entrance to program. The first payment will equal 10% of the families total family income category and will be credited to the first month's payment. Families must be informed that this payment will be non-refundable. Consideration will be given to families who must withdrawal prior to the start date due to deployment, PCS move, extended TDY, ect, with orders.
- Full-time services must be paid for in advance prior to service on a monthly or bi-monthly basis. Monthly payments are due

- Full payment for full day/part day care is due within 5 business days of the billing date. Fee of \$5 per enrolled child per payment cycle will be charged if payment is not received. Pass will be suspended on the 6th working day and command notified if payment is not received by the 10th business day. DD139 will be filed to garnish pay. Patrons are required to pay fees for days child is suspended and the two week notice.
- Patrons are required to provide a two-week written notice in order to terminate child care services. A CYS Services Termination form must be submitted and two weeks fees must be paid, regardless of attendance
- Payment for Hourly Care service is due on the day services are provided. There is a minimum charge of one hour. Charges are made in 1/2 hour blocks after the first hour. To avoid late pick-up fees, patrons should call the program to extend the hourly care reservation.
- Youth Sports must be paid in full at registration. Multiple child reduction will apply to second and subsequent children enrolled in Youth Sports during the same sport season. Note: Sport season is generally 8-12 weeks. Full price is charged for first child enrolled during a season. Second and subsequent children enrolled during the same season receive a 15% multiple child reduction in fees.

**NOTE: Payments may be made by check, money order, credit card or cash.**

**\$25.00 will be charged for all returned checks.**

Payments can also be made on-line through WebTrac.  
**<https://webtrac.mwr.army.mil/webtrac/polkcym.html>**

### **Total Family Income Determination:**

The Department of Defense (DoD) defines TFI to establish fees for Military Child Development Centers and School-Age Programs.

- This definition includes all earned income such as wages, salaries, tips, long-term disability benefits, voluntary salary deferrals, assigned incentive pay, quarters allowance (BAQ), subsistence allowances (BAS), in-kind quarters and subsistence allowances and specialty pay received by military members, even if not taxable.
- Military Specialty Pay (for example Flight Pay, Sea Pay, Special Duty Pay, Demolition (DEMO) Pay, Save Pay and Survivor Benefits Pay) is included in the TFI as well as income received under the Family Subsistence Supplemental Allowance (FSSA).
- The Basic Allowance of Housing (BAH) II Chart is used instead of the BAQ amount found on military Leave and Earning Statements (LES) because the BAH II Chart factors out the Variable Housing Allowance (VHA) and the Overseas Housing Allowance (OHA) which is not included in TFI. This works to the Soldier's advantage.
- The DD Form 2652, Application for DoD Child Care Fees, uses this definition to define patron "fair share" of child care.

### **ANNUAL LEAVE FOR FULL DAY PROGRAMS**

- Patrons enrolled in CDC and SAS programs have up to two weeks of leave annually with no fees during their leave and without loss of their child care spaces. The two weeks of leave will be granted after the child has been enrolled in program for 30 days.
- Leave time will not carry over from year to year. Time not used within the year is lost.
- The year will be counted from the date of CYS Services registration.
- A leave credit form must be filled out for approval at least two weeks prior to leave. Leave credit must be taken in 5 day increments.

- Leave time means the child is not in attendance. Free service will NOT be granted in lieu of time not used.
- Leave time may not be used in lieu of the two-week notice of termination.
- Refunds for leave not taken are not authorized.

## REFUNDS

### **Not Authorized**

- **Child absences less than two weeks.**
- **CYS Program closures due to inclement weather, staff training, or special installation circumstances determined by commander.**
- **Withdrawal from a SKIES Instructional class.**
- **Withdrawal from Sports programs after practices begin. (p.17)**
- **Unused leave/vacation credit.**
- **Army Family Covenant credits.**

### **Authorized**

- **Program closures for repair or renovation and an alternate care setting is not provided.**
- **Unexpected prolonged child absence due to family emergency or extended illness of more than 2 weeks (with proper documentation).**
- **Withdrawal from a youth sport occurring before the mid season of the sport upon receipt of PCS orders.**
- **Withdrawal from a regularly scheduled childcare program upon receipt of PCS orders (unable to give 2 week notice).**

Occasional users maybe charged separate fees for field trips, special activities and extended hours that would ordinarily be included in a monthly rate.

Fees for special events/activities that are either one-time events or

significantly enhance a regular program may be charges to cover the cost of the event/activity.

**CYS Services fee's are adjusted once per year unless**

- Child care options change from part-day to full-day.
- Unemployed patron spouse finds paid employment.
- Family granted a financial hardship.
- Family PCS to another CYS Services location where fees are different.
- Annual internal review audit documents inaccurate documentation of TFI and fee changes.

**LOST AND FOUND**

If your child is missing anything, please inquire at the program as soon as possible. It is much easier to return a lost item if it is labeled with the owner's name. Remember to label everything. Unclaimed items are given to charity after a reasonable period of time..

**PERSONAL BELONGINGS**

CYS Services cannot assume responsibility for loss or damage to any personal possessions children bring into the programs. It is distressing to children to misplace or lose personal belongings and sometimes difficult for staff to identify the owner. Therefore, children/youth are prohibited from bringing toys, food, money, pets, gum and candy to the programs. Please help your child/youth understand why it is not wise to bring toys or other objects that they may not wish to share with the group. However, it is acceptable for a child to bring in a small blanket, special soft toy or stuffed animal for rest time.

**CLEARING CYS SERVICES**

All PCS/ETS clearing for CYS Services will be handled in Parent Central Services/SLO office. If you have a child/youth in public school you must bring the school withdrawal form given to you by IN/OUT processing and signed by your child/youths school. If you are clearing during the summer months please be aware that the hours of operation at the school are limited.

## IMPORTANT PHONE NUMBERS

CYS Services Coordinator 531-1989  
Parent Central Services 531-1955/1956  
Parent and Outreach Services 531-6778  
School Support Services 531-9481  
Child Development/School Age Center (bldg 701) 531-7041  
Child Development Center (bldg 702) 531-6748  
Child Development/School Age Center (bldg 744) 531-2149  
Child Development Center (bldg 3349) 531-6470  
BJACH CDC 531-3871  
Family Child Care 531-1961  
Middle School & Teen Program 531-1991  
Youth Sports & Fitness 531-6004

## NOTES

Discrimination Complaint Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

List other ways to contact you: \_\_\_\_\_

Name and address of person(s) or organizations against whom you are  
filing a complaint: \_\_\_\_\_

Tell what incidents happened that made you feel you had been  
discriminated against, the dates they occurred, or if continuing, the  
duration of such actions.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List the names, titles and addresses of persons who may have  
knowledge of above-described incidents.

	Name	Title	Address
A.	_____	_____	_____
B.	_____	_____	_____
C.	_____	_____	_____
D.	_____	_____	_____

State on what basis you feel discrimination exists (race, color, national  
origin, sex, age or disability).

\_\_\_\_\_

All complaints, written or oral, shall be accepted by the SFA and  
forwarded to USDA, Director; Office of Civil Rights;  
1400 Independence Avenue, SW; Washington, DC 20250-9410 or call  
(202) 720-5964 (voice and TDD). The USDA is an equal opportunity  
provider and employer.

Name of individual receiving complaint: \_\_\_\_\_

Date and time complaint received: \_\_\_\_\_



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