

Navy Child and Youth Programs

Thank you for choosing Navy Child and Youth Programs (CYP) to care for your child. We are looking forward to working with you and your child.

The following information contains details that are specific to your local CYP. Please review this information and keep in a convenient location where you can refer to it when needed.

You will also be receiving a Navy CYP Parent Handbook that will provide you with important information about Navy CYP's policies and procedures, overview of our child and youth development goals and philosophies, details about our various child and youth offerings and family involvement opportunities. When you receive your Navy CYP Parent Handbook, please take the time to read it carefully.

Again, thank you for allowing Navy CYP to care for your child. If you have any questions at any time, please do not hesitate to contact us.

Installation and Program Contacts

The following is a list of contacts for each Child and Youth Program offered at Naval Station Mayport.

Installation Child and Youth Program (CYP) Manager Lee Papa 904-241-4507

Program Managers

Child Development Center 1960	Colleen Sheridan	904-247-7740
Child Development Center 2287	Lee Papa	904-241-4507
School-Age, Teen and Sports Programs	Pamela Larsen	904-241-0852/53

Assistant Directors

Child Development Center 1960	Lisa Joiner	904-247-7740
	Twanna Shannon	
Child Development Center 2287	Ida Jimenez	904-241-4507
	Nafeesah Slaughter	
	Bethany Horn	
School-Age/ Youth Program	Laura Atilano	904-241-0852/53
Teen Coordinator	Brandy Wolfe	904-246-0347
Youth Sports and Fitness Coordinator (YSF)	Zach Bailey	904-246-0362
School Liaison Officer	Sharon Kasica	904-270-5418

Chain of Command Phone Numbers

CYP Installation Director	Lee Papa	904-241-5407
Morale, Welfare and Recreation (MWR) Director	Isaiah Mincks	904-270-5228
Installation Commanding Officer (CO)	CAPT Brian Binder	904-270-5201

Child and youth Programs (CYP) Information

The Child and Youth Program (CYP) at Naval Station Mayport consist of two child development centers (CDC), school-age care program, school-age care recreation, teen-center and sports. The following is a list of the centers and the hours of operation for each specific program:

Child Development Center 1960	0600-1800	Monday - Friday
Child Development Center 2287	0600-1800	Monday - Friday
School-Age Care	0600-1800	Monday - Friday
School-Age Recreation	Check monthly calendar	
Teen Center	1400-1800	Monday - Fridays
	1300-1800	Early release and non-school days*
Sports Program	Determined by schedule	
School Liaison Officer	0730-1600	Monday - Friday

Your children may be in care in the CYP facilities for a maximum of 12 hours. You will be assessed a late fee if your child exceeds 12 hours in any one stay. If your family exceeds the 12-hour rule three times, you may be denied further childcare and subject to disenrollment.

Note: The School-Age Care program includes before and after school, teacher planning days, inclement weather days, seasonal camps and early release days. The teen center will open at 1300 on non-school days.

Centers are closed on Federal Holidays.

**Check monthly calendar*

Other Important Information/ Contacts

Family Advocacy representative (FAR)	904-270-6600
Department of Children and Family Services (DCF)	1-800-962-2873
Family Advocacy Program (FAP)	904-270-6600
Installation Security	904-270-6120
Fleet and Family Services Council (FFSC)	904-2706600
Military and Family Life Counseling (MFLC)	904-568-0072
Navy-Marine Corps relief Service	904-270-5418
School Liaison Officer (SLO)	904-270-6289 ext.1305
Equal Employment Opportunity (EEO)	1-1866-295-0320 or mill_cnic_naf_eeo@navy.mil
Occupational Health	904-270-4347
Medical	904-270-4303
Fire	904-542-3109
CONUS DOD Child Abuse Hotline (for parents use only)	1-877-790-1197
Public Affairs Office (PAO)	904-270-5226

Locally Specific Procedures

CYP Online Services

CYP Online Services is a user-friendly access point to make child care payments, print receipts, get account information, make reservations for hourly care, sign up for local installation CYP activities and more. Once you are registered in CYP, go to CYP Online Services to create a username and password. You have access to your account information at any time. The link to your regions CYP Online services is <https://myffr.navyaims.com/maypcyms.html>.

Patron Satisfaction and Concern Procedures

Navy CYP is committed to providing your child and family with the highest quality of care possible. We welcome family feedback, suggestions and comments at any time. You may ask questions, offer suggestion or raise concerns by contacting the CYP front desk or you CYP Director. We will listen to your concerns and will work with you to determine the most appropriate response to an individual, case by case basis. Information about the local process for handling command/program complaints is listed next.

Within Naval Station Mayport CYP we strive to meet the needs of our families and welcome all suggestions, comments and feedback in an effort to continually enhance the quality of our programs. Customer satisfaction surveys are conducted during our annual CNIC CYP Headquarters inspection and during each programs accreditation process.

Our CYP Directors maintain open-door policies. If you have a complaint or concern regarding program policies or procedures or one of our CYP professionals, please feel free to contact your specific CYP Director to voice your concerns. You can find the CYP Directors contacts information on page 1. All complaints/concerns will be handled immediately, to include investigation of the complaint/concern, meeting with the person(s) with whom you have voiced a concern (if applicable) and if possible, mitigating the circumstances at the program level.

Inclement Weather

Inclement Weather – Parent Responsibilities

There may be times when CYP operations are disrupted by inclement weather. Your local installation and CYP inclement weather policy and procedures are described below.

Emergency and Disaster Plans

Each CYP has a specific evacuation plan that is followed during evacuation drills as well as actual emergency evacuations. Local installation evacuation plans and notification procedures are described below.

An evacuation plan is posted in each classroom. The diagram indicates the primary and secondary evacuation routes to follow in the case of fire, severe weather or bomb threat. The diagram also indicates the area of the room or building that will be used to seek shelter in the case of a tornado.

All CDC and SAC personnel are considered essential to the military mission and shall remain in the CYP as needed until all children have been picked up. All personnel deemed essential will be required to report for duty as needed to staff the facility during emergencies.

Parents are required to remove their children immediately from the CYP when closure of the facility is ordered by the Commanding Officer (i.e hurricane, natural disasters, national emergency, security issue, utility failure etc.) CYP professionals will inform parents by telephone when the facility must be closed.

In the event that children must be removed from the CYP to another location, every effort will be made to contact the parents as soon as possible, a sign will be posted on the CYP entrances as to the location of the children. The designated shelter for the off-base CDC in the event that children must be removed from the building and surrounding area is the Ribault Community Center. The on-base SAC/Youth Center will relocate to the gymnasium. Emergency transport will be provided using the Youth Center buses. Teachers and administrative staff will escort children to and from the bus.

In the event that the Program Director/Administrator is not on-site, the Training and Curriculum Specialist and/or Program Leads will assume authority to take action in all emergency situations.

Local television or radio station will be turned on immediately to keep track of updated information in the event of severe weather.

In the event of a fire, the person seeing the fire will pull the closest fire alarm. The following procedures shall be followed during fire emergencies:

- A CYP professional will call the fire department and report the fire.
- A CYP professional gathers attendance information and proceeds to exit the building. CYP professional will ensure that all children are with their groups and take them to the nearest exit away from the fire. The children will be taken to their designated assembly locations.
- CYP professionals will take head counts, compare head counts against their attendance lists and report findings to the CYP professional who is gathering information for the fire department. If any children are missing, the fire department will be notified immediately by the CYP professional.
- All CYP Professionals shall remain with the children at all times. No one will re-enter the building until the fire department gives approval to do so.

In the event of a hurricane, severe thunderstorm, tornado or lightning strikes, the following procedures will be followed:

Hurricane Condition of Readiness (COR) 5 & 4

Keep informed by listening to the broadcasts and following the storms progress. Begin to make preparations, to ensure that all needed supplies are on hand, i.e. flashlights/batteries, rope, current staff contact information. Notify staff and parents of the potential danger. Inform parents that when condition 3 is declared they will have to make arrangements for their child to be picked up.

Parents shall review their registration cards to ensure centers have the correct information and phone numbers.

COR 3 Modified

Notify staff and parents of the potential danger. Inform parents that when condition 3 is declared they will have to make arrangements for their child to be picked up. Parents shall review their registration cards to ensure the centers have the most recent information/phone numbers.

COR 3

Notify parents and staff of current condition. Call parents of the children in the center to come pick up their child(ren).

COR 2 & 1

All operations are suspended until further notice.

In the event of a thunderstorm, all children will remain indoors.

In the event of a tornado, shelter will be taken in designated areas in the CDC classrooms, and the multi-purpose room at the Youth Center.

In the event of a lightning strike, no place outside is safe within six miles. 30-30 Rule (if 30 seconds between lightning and thunder, go inside, stay inside until 30 minutes after the last thunder). Avoid dangerous locations/activities (elevated places, open areas, tall isolated objects, water activities). Do NOT go under trees to keep dry in thunderstorms.

In the event of a lost or missing child, the following people/department will be notified immediately: Security/Police (fire chief will be notified if during a fire drill), Child parents and the MWR Director/Community Activities Director

In the event of a bomb threat, the following procedures will be followed:

- Remain calm
- If telephonic, one person needs to remain on the line, be calm, be courteous, listen and do not interrupt. Talk to the caller and try to obtain as much information as possible while another person makes an announcement to evacuate the building to the designated "safe shelter". See Telephonic Bomb Threat Checklist. It is important that you note the exact time of the call, to include the HOUR and MINUTE, as well as the LINE on which the threatening call was received. In addition to obtaining as much information as possible from the caller (race, sex, age, possible names used), please pay attention to any background noise or sounds that may assist in identifying the caller.
- If a suspicious package, letter or bomb is found, evacuate the area. Do not handle it, move it, immerse it or cover it. Ensure that no one touches or approaches the suspected object.
- Front desk clerk is designated as the person responsible for taking all emergency contact information for the children.
- Inform Security/Police, Medical Clinic, Parents and MWR Director
- Post signs on front door informing parents where their child can be picked up.

Monthly practice of evacuation procedures will be conducted by the fire department. Written documentation will be kept on file.

Self-Care Policy

The self-care policy (or home alone policy) provided guidance regarding when children under the age of 12, residing on or using services provided on a military installation, can be left without adult supervisions. This includes weekends, evenings or during school breaks in the day. This policy is developed by the local Installation Commanding Officer and is described below:

1. The Navy's concern for the welfare of our families and the increase in litigation over self-care for children less than 12 years of age has caused the Navy to develop a policy that imposes some very specific rules for self-care on base and in Government quarters.
2. Self-care is defined as care where the child is responsible for him or herself and generally includes but is not limited to children who are responsible for themselves before and after school, during school vacations and holidays. These children are sometimes referred to as Latch-key children because they let themselves into their own homes.
3. This policy applies to all military members, civilian employees and their family members assigned to or visiting Naval Station Mayport or who are residing in quarters on base. Any minor child in violation of the self-care policy will be detained by installation security until his/her sponsor, guardian, or representative of the sponsor's command assumes custody. Violations may provide basis for referral to Family Advocacy and/or revocation of command sponsorship for the family.
4. Reflects the self-care guidelines set by the command.
5. Parents and guardians are responsible for appropriate and adequate supervision of their minor family members at all times whether on or off base.
6. Personality, environment, developmental progress and maturity levels of children are factors parents must use to determine when children are ready to accomplish activities with little or no supervision. Parents should assess their children's maturity and if necessary, raise the minimum age limits.
7. Parents who have questions concerning this policy may contact Lee Papa, Installation Child and Youth Program Director at 904-241-4507 ext. 214.