

- A CYP Professional may be your nonemergency contact only during the CYP Professional's off-duty hours. This designation cannot pull him or her away from job responsibilities.
- CYP Professionals may not be listed as emergency contacts because they cannot leave work to respond in an emergency situation.
- If you arrange for a CYP Professional to be your nonemergency authorized contact, the arrangement is strictly between you and the CYP Professional. CYPs are not responsible or legally liable for CYP Professionals' behaviors or actions outside of work hours.

## Late Arrivals and Absences

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

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

## Late Pickup

Timely child pickups enable CYPs to function much more effectively.

If you are late picking up your child at closing time, a late fee will be applied to your regular fees. The charge is \$1 per minute past closing up to 15 minutes (or 30 minutes in a CDH Provider's home). CYP Professionals will try to reach you and then your spouse, if applicable. The program will then reach out to the emergency contacts on your child's registration form. If CYP Professionals have not yet reached anyone within 30 minutes past closing, they must call installation security, the Family Advocacy Program, and Child Protective Services (on installations in the United States).

Children may be in care in a CYP facility or program for a maximum of 12 hours (even if the program is open for more than 12 hours a day). 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, your child may be subject to disenrollment. Exceptions to this rule may be made in rare circumstances, such as in an emergency or due to a mission requirement with a letter from the command. Please note that children enrolled in a 24/7 Center may be in care for up to 72

### On Time, Every Time

CYP Professionals rely on you to pick up your child on time. Please, no late pickups. If a late pickup is unavoidable, you must call and inform the program. Thank you in advance for your help!

consecutive hours to meet the specific care needs of shift workers and watch standers on duty.

## Withdrawals

When you need to withdraw your child from care, the following guidelines help the withdrawal process go smoothly.

### Permanent Withdrawal

If your child is enrolled in full-time or part-time care in a CDC, SAC, 24/7 Center, or a CDH Provider's home, you must give a 2-week notice at a minimum to permanently withdraw your child, so that your program is better able to plan for your child's departure. If you give less than a 2-week notice, you must pay fees for those 2 weeks from the date you give notice.

#### Leaving?

Did you know? If you provide 30 or more days of written notice in advance of your child leaving the program, you will receive a 10-percent discount off your final MPD billing or last weekly CDH payment.

Families who provide programs or their Providers with a 30-day notice of their child's withdrawal receive a 10-percent discount off their final military pay day (MPD) billing or their last weekly CDH payment. Please check with your local program regarding the withdrawal process.

### Temporary Withdrawal for TDY

If you are assigned to Temporary Additional Duty/Temporary Duty (TAD/TDY) at a location 30 miles or more from your usual CYP facility, the CYP may be able to hold your child's space without charging child care fees under the following circumstances:

- Your child is age 6 weeks to 12 years and is enrolled in full-time care in a CDC, SAC, or 24/7 Center.
- You take your child with you and enroll your child in a CYP at your TDY location. If you decline a viable child care space offered to you at the temporary location, CYP cannot reserve your space at your regular location.
- Your TAD/TDY lasts 90 or fewer days (longer periods require command approval).

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

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