



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
PACIFIC REGION  
HEADQUARTERS, UNITED STATES ARMY GARRISON DAEGU  
UNIT #15746  
APO AP 96218-5746

IMDA-MWC

24 October 2011

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Standard Operating Procedure Touch Policy within Child, Youth and School Services

1. REFERENCES:

- a. AR 608-10, Child Development Services, 15 July 1997.
- b. AR 608-18, The Army Family Advocacy Program, 30 October 2007.

2. PURPOSE: To provide written standards and policies for CYSS personnel and to ensure the safety and well being of children in the CYSS program.

3. SCOPE: This SOP applies to all CYSS programs and personnel.

4. RESPONSIBILITIES:

- a. The CYSS Coordinator is responsible for establishing the touch policy in all CYSS settings.
- b. Program Directors are responsible for monitoring CYSS staff to ensure all staff are familiar with the touch policy and follow appropriate practices.
- c. CYSS employees are responsible for modeling appropriate touching.
- d. All CYSS personnel will read this SOP immediately upon employment and annually thereafter and will sign a statement that they have read and understand the policy.
- e. CYSS staff will be trained to use appropriate techniques that support the development of children's self-control and the ability to problem solve. The following techniques are some techniques that may be used when guiding children's behavior to reduce the incidence of inappropriate behavior.
  - Establishing relationships. Staff will spend lots of time on a child's level interacting and supporting child's play. Staff will allow children opportunities to lead and direct play. Staff will have many real conversations with children right from birth, supporting language development, labeling emotions and modeling how to deal with conflict.
  - Staff will be well prepared, having materials ready and keeping waiting to a minimum. Staff will plan activities that are engaging to children. Staff will follow a routine so that the day flows in a predictable pattern. Staff will have back-up activities to use in case of

IMDA-MWC

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unavoidable delays, or bad weather to minimize waiting. Children will be offered quiet and active activities planned to meet their needs.

- Staff will have a few simple classroom rules. The classroom rules will be consistently enforced so that children know that inappropriate behavior that breaks a rule will be consistently addressed.
- Techniques to be used when misbehavior occurs. Remember no technique works with every child and what works today may not work tomorrow so keep a toolbox of options available.
- Ask for the behavior you want to see – Children need to be given concrete behavior directions to focus their energy in a positive way (e.g., "Feet belong on the floor").
- Notice and reward appropriate behavior, "I really like the way you are walking" "Wow, Look at Susie she picked up all the blocks by herself, Thank you!"
- Ignore inappropriate behavior/remove adult attention when children are not being hurt- i.e. children start burping. The adult reaction is sometimes the purpose of the behavior by not focusing on the behavior the behavior should decrease.
- Use Humor. Humor is a very useful tool to defuse a conflict and redirect negative behavior.
- Natural consequences – Help children realize that their actions bring consequences (e.g., Sue spills water out of the water table, it is her job to clean it up.)
- When talking to children about behavior address it privately, not in front of the group
- Time Away - This is handled in a calm manner without unnecessary stress to allow the child to regain self-control (e.g., "I see you're having a hard time remembering how we treat our books. You may choose another center and when you feel you're ready, you may come back to the book center").
- After working with a child on a behavior issue support the child reentering group play to ensure that the problem is not repeated and the play is positive.
- Offer multiples of popular toys and have an organized room with readily identifiable places to store materials.
- Teach children how to handle conflict. Talk to them before conflict about what they can do in a conflict situation. Teach them emotion words and help them to identify feelings in themselves and others.

IMDA-MWC

SUBJECT: Standard Operating Procedure Touch Policy within Child, Youth and School Services

- Public Display of Youth Affection - Any public display of affection, such as kissing, caressing, embracing, etc., is against CYS Services policy. Staff members will request a youth to refrain from this type of behavior. If the youth comply, no further action will be taken if it's the first time for this type of behavior. When a youth fails to comply, is disrespectful or repeatedly breaks CYSS policy on Public Displays' of Affection, parents will be called and notified. Based on the severity or frequency of the infraction, CYSS youth may be suspended from the program for a period of 1 day up to 1 week.

5. DEFINITIONS:

a. In an effort to recognize the importance of physical contact to child nurturance and guidance, a touch policy is established.

b. Appropriate touching is age appropriate and may include the following:

- (1) Adult respect for personal privacy and personal space of children.
- (2) Responses affecting the safety and well-being of the child (e.g., holding hand of the child when crossing the street or holding child gently but firmly during a temper tantrum).
- (3) Examples of appropriate touching include hugs, lap sitting for younger children (Ages 0-8), reassuring touches on the shoulder, and nap time back rubs.
- (4) Examples of appropriate touching for older children include high-fives, and pats on the back.

c. Inappropriate touching involves:

- (1) Coercion or other forms of exploitation of the child's lack of knowledge.
- (2) Coercive or forced touching.
- (3) Any attempt to change child behavior with adult physical force, often applied in anger (i.e., corporal punishment, slapping, pinching, pushing, yelling, etc.).

6. PROCEDURES:

a. If a CYSS staff member has information of inappropriate touches, the employee will notify the Reporting Point of Contact (RPOC) – Social Work Services –on post during duty hours: 764-5500/5501, off post 0505-764-5500/5501, or after duty hours: On Post- 764-4222, Off post: 0505-764-4222 - immediately, and then the CYSS Program Director.

b. CYSS Program Director will notify the Chief, Child, Youth and School Services Division, and the Family Advocacy Program Manager.

IMDA-MWC

SUBJECT: Standard Operating Procedure Touch Policy within Child, Youth and School Services

c. The alleged offending CYSS staff member will be removed from contact with children pending investigation of the allegation.

d. Social Work Services, in conjunction with appropriate law enforcement and legal agencies, will assess the situation for child abuse or CYSS touch policy violation.


e. Violation of this policy could result in disciplinary action to include termination.

7. Point of contact is Chief, Child, Youth and School Services Division at 764-4016.

  
KATHLEEN BRENNAN  
Chief, CYS Services

DISTRIBUTION:  
C & D

Family Advocacy Program (Concur) (Nonconcur)

  
J. STEWART  
Chief, ACS

Date 25 Oct 2011

Social Work Services (Concur) (Nonconcur)

  
Daniel W. Gerstenfield  
MAJ, MS  
Chief, Social Work Service

Date 3 Nov 2011

Staff Judge Advocate (Concur) (Nonconcur) Slater Date 4 Nov 11  
Steven L. Parker  
Administrative Law Attorney