

# **Good-HoneyBears Child Development Center, Inc. Parent Handbook**

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**Visit our page:**



***Programs for children Birth to 10 years old.  
Proudly serving our community for over 25 years.***

## **Welcome**

Good-HoneyBears Child Development Center provides quality care for children newborn to ten years old. We would like to welcome you and your child to our center. We offer programs to fit a wide range of needs. We hope that you have had the opportunity to visit our website and Facebook page, as well as, view other types of programs in the area and visit the Division of Child Development, located in Raleigh. We feel that by making an informed decision, you have not only selected the program that best fits your family's needs, but you have helped to ensure that your child will receive the best possible early childhood experience. By working together, we can better understand your child's changing developmental needs. We strive to maintain regular communication between the family and the center. If you have any questions regarding your child's progress, please let us know. We sincerely want your experience with Good-HoneyBears to be enjoyable, informative, and fulfilling.

## **Philosophy Of Education and Mission Statement**

It is our belief that all children have the ability to learn. As early childhood educators, it is our responsibility to help them develop to their full potential. We must strive to instill a sense of self-confidence and a feeling of accomplishment in all children so they may grow to become productive members of society. We will furnish all children with a safe and stable learning environment where we will promote growth in social, emotional, and physical development. By following a structured curriculum, we will provide an environment that promotes the development of the whole child on his own level while intensifying instruction in areas of academic deficits. This prevents boredom which can lead to behavior problems. We believe in positive reinforcement: meaning that by supporting the positive behavior, we may be able to eliminate the negative behavior. We have found that telling children what they can do and praising them for doing it makes them less likely to exhibit unwanted behavior. Our teaching staff will help develop creativity and self-esteem. Without these qualities, children often become withdrawn and unsure of themselves. We know that children learn from concrete to abstract; therefore, we will provide activities that teach from concrete experiences to abstract thinking. By providing our children with the best early childhood educational experience, we are not only assisting parents today, but we are building a foundation for many years of learning.

## **Registration and Tuition Payments**

A registration fee of \$150.00 per child is due upon enrollment and annually thereafter the first Monday of January.

Tuition is as follows:

	Current Rates
Infants	\$265.00
Toddler	250.00
Twos	235.00
Threes	230.00
Fours/Fives	225.00

Tuition rates are based on the child's age; however, any child not fully potty trained will pay the two year old tuition rate until fully trained.

Tuition is due in full each Monday. Payments may be made in cash, check, or money order and placed in the tuition box. Receipts, when requested, will be written and placed in your child's folder once payment has been posted to your account. Duplicate receipts will be issued at a charge of \$5.00 each. If tuition is not paid in full by 6:00 pm on Monday, there will be a late charge of \$30.00 per child per day until paid in full. If a holiday falls on Monday, tuition must be paid on Tuesday morning to avoid a late fee. To avoid late charges in cases of absences, payment must be received by 6:00 pm on Monday. If you know your child will be absent on Monday, tuition must be paid on the preceding Friday to avoid late fees. Any account past due will result in immediate termination of child care services. There is a \$35.00 service charge for returned checks. Checks will not be redeposited. Cash payment for the amount of the check and service fee must be made within one business day of notification by our bank. If not paid in a timely manner your check may be presented to your bank for immediate payment. After two returned checks, payments must be made in cash or money order only. There will be no deductions in tuition due to absences or closings. Regular weekly tuition is due whether your child is in attendance or not.

## **Subsidized Child Care**

Parents receiving subsidized child care must first obtain a written child care voucher from their local purchasing agency. This must be on file, along with your child's application and paid registration fee before your child may attend. The hours and days of care that your child is allowed to attend are listed on your voucher. Please note that your child may be in attendance during these times only. Your monthly co-payment, if applicable, is also listed on the voucher. Your co-payment is due on the first of each month. If tuition is not paid in full by 6:00 pm on the first, there will be a late charge of \$30.00 per child per day until paid in full. If a holiday falls on the first, tuition must be paid on the next business day to avoid a late fee. To avoid late charges in cases of absences, payment must be received by

6:00 pm on the first. If you know your child will be absent on the first, tuition must be paid on the preceding business day to avoid late fees. Any account past due will result in immediate termination of child care services.

### **Parental Involvement**

Parents are an important part of the learning experience. We encourage parents to participate in their children's educational development in many ways, from volunteering in the classroom to simply talking to their child about class activities. We have many family functions and events here at the center during the day and after hours. This provides parents time to come and be a part of their child's growth and development. And of course, if at any time you are available to visit your child's classroom during the day, please take the opportunity to join us.

### **Parent Concerns/Questions**

The parent information boards contain information about the center, as well as any information that we feel is important for you as a parent to know. This includes any upcoming special events, community projects, information on parent resources, etc. If at any time you have concerns or questions regarding your child's progress, let us know by completing a parent concern form located by the information board. Parents should complete the form and seal it in the envelope provided and place it in the tuition basket/box and the director will respond as soon as possible. Teachers are available to let each parent know the general overview of their child's day; however, more in depth discussions on specific matters will be addressed by the director upon receipt of a completed concern form. The first priority of our teaching staff is monitoring the children in our care, and this cannot be done effectively while conducting a conference. Should the center have concerns about a child's progress, we will make every effort to make the parent aware of our concerns and improve the situation. All concerns will be documented and placed in the child's file. This includes, but is not limited to developmental, behavioral, health and safety concerns, records of phone conversations, and/or conferences concerning the child.

### **Requirements Before Admittance**

Space availability is first come first served. Good-HoneyBears requires the following items be on file for your child to be considered enrolled: A completed application form (updated yearly), completed medical and immunization form (updated yearly), signed discipline statement, signed and dated shaken baby and abusive head trauma policy, completed and signed handbook statement (updated yearly), prepaid registration fee, and one week's tuition. Once these items are received a start date will be given. Registration fees and first week's tuition must be paid in money order or in cash and are non-refundable. All children enrolled are on a temporary two week trial period. If our program does not meet your child's needs, our services will be terminated.

### **Hours of Operation**

Good-HoneyBears is open Monday - Friday from 7:00 am until 6:00 pm. There is an after hours charge of \$1.00 per minute per child after 6:00 pm. This is for emergencies only. Continued late pick up will result in termination of care. Late fees must be paid in cash to the remaining staff on the late day. If your child receives subsidy care the allowed hours of attendance are stated on the voucher. Be aware that any care received other than the hours allowed is subject to late fees of \$1.00 per child per minute.

### **Safe Arrival and Departure Procedures**

Upon arrival, all children must be accompanied into the appropriate classroom inside the facility by an adult. The adult must sign the child in for the day including the date and time of arrival. Each child's hands must be washed thoroughly upon arrival each morning. All children are expected to be at the center by 10:00am. If your child has a medical appointment and will be arriving after 10:00am notify the center by 9:00am in order for your child to be able to attend for the day. To eliminate disruptions of our educational day, all medical appointments must be scheduled in the morning with late arrival arrangements or in the afternoon after departure. Children will not be allowed to leave and return the same day. Upon departure each day, an adult must come inside the facility and sign the child out including time of departure, and notify the staff that the child is leaving for the day. If for any reason, someone other than the parent will be picking up the child, prior written notification including person's name as it appears on a photo ID must be made to the center. At time of departure, a photo ID is required to release the child. If prior notification is not received, or photo ID is not provided, the child will not be released from the center. The child may be released to anyone listed on the release section of the child's application form providing photo ID confirmation. In cases of separation or divorce we must have legal documentation stating visitation and release rights on file. If this is not provided, anyone listed on the application form may be allowed to pick up the child. In cases of emergency, an original, valid restraining order will take precedence over any existing information on file. Children must never be left unattended on the premises, whether in the building or in the parking lot. Children may not enter or exit the building without an adult. Any adult picking up a child that is suspected of being under the influence of drugs or alcohol will be asked to leave the child at the center until alternative transportation can be arranged. Such instances will be documented and the appropriate law enforcement will be notified.

In the event of an emergency when the evacuation of our facility is necessary please note that our evacuation sites are as follows:

Offsite Neighborhood Location: Cornwallis Landing Clubhouse  
17 Maple Walk Drive  
Garner, NC 27529

Out of Neighborhood Location: Garner Centennial Park  
1015 New Bethel Church Road  
Garner, NC 27529  
(919)773-4442

Out of Town Location: Walmart Super Center  
805 Towne Centre Blvd.  
Clayton, NC 27520  
(919)550-5600

In addition to these safety procedures, in the event of an on-site lockdown/shelter-in-place emergency no one will be allowed to enter or exit the premises until the appropriate emergency personnel/authorities deem it safe to do so.

### **Vacation**

There are two weeks of vacation each year when the center will be closed. Those weeks are the week of July Fourth and the week of Christmas. These dates will be given as necessary.

### **Holidays**

The center is closed on the following holidays: New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Juneteenth, one week during July Fourth, Labor Day, Veteran's Day, Thanksgiving Day, the day after Thanksgiving, and one week during Christmas. These dates will be given as necessary. Closing dates will be adjusted as needed if a holiday falls on a weekend.

### **Inclement Weather Policy**

During inclement weather, we will follow the Johnston County Public School schedule. However, the center may reopen before Johnston County if road conditions allow. Our intention is to keep all children and staff safe; therefore, we will consider the travel routes of staff to make sure the road conditions have improved to allow for safe travel. Any updates on delays and closings can be obtained by visiting our Facebook page. If bad weather occurs and public school is not in session, we will call parents to pick up their children within one hour.

### **Transportation Policy**

Children are transported on scheduled field trips. Seat belts and child safety seats will be used according to NC State Laws. The supervising adult will call roll to ensure that all children are present before leaving for and returning from field trip destinations. Emergency information forms will be present for each child being transported. Parents will be given permission slips to be signed, dated, and returned for all field trips. If parents request that their child not attend a scheduled trip, then parents are responsible for arranging alternative care for their child during that time. Children not attending field trips will not be allowed to stay at the center. The following conduct rules must be followed while on field trips:

- \*All children must be in an approved safety seat.
- \*Quiet voices only - no shouting.
- \*No fighting/rough playing.
- \*Children must follow the supervising adult's instructions at all times.

Any child who does not follow these rules will not be allowed to participate in field trips.

### **Curriculum and Objectives**

Our curriculum and learning time are an important part of your child's development. The curriculum used at Good-HoneyBears is based on planned, developmentally appropriate, and age appropriate activities. A daily schedule is posted in each classroom outlining the times for daily activities. A weekly lesson and activity plan is also posted in each classroom. The activities for each group will promote social, emotional, intellectual, and physical development by providing time for individual play, group interaction, and teacher directed activities.

### **Required Items**

Your child must wear an appropriate pair of shoes to school each day. Flip-flops, sandals, open-toed, or any kind of heeled shoes are not allowed.

Infant and Toddler Program: Parents will need to supply prepared bottles from home with the proper amount for each individual feeding. We will not pour any liquid including water, juice, formula, or milk into bottles. Only formula or breast milk are allowed in bottles. Any jar food that your child may need must also be brought from home. These, as well as bottles and caps, must be labeled with the child's name and date on each. A feeding schedule must be completed and posted in the classroom for each child 15 months of age or under. Revisions to this schedule will be done as needed. Monthly menus are posted on the Information Board. When a child is ready to be introduced to table food, parents may take a menu, highlight the items they would like for their child to try, sign and date the menu and return it to the center to be posted in the kitchen. Parents will also need to furnish diapers and wipes for the child, as well as a weather appropriate change of clothes (including socks and shoes) for any accidents that may occur during the day.

Preschool Program: Parents will need to supply diapers and wipes for any child that is not completely potty trained. Parents will also need to furnish a weather appropriate change of clothes (including socks and shoes). All items must be labeled with your child's name. Potty training will be encouraged upon each child's readiness. Several pairs of training pants and several changes of clothes should be brought each day while training.

Pre - Kindergarten Program: Parents will need to supply a weather appropriate change of clothes (including socks and shoes). All items must be labeled with your child's name.

### **Outside Play**

We are required to take the children outside each day unless it is raining or there is a heat/cold warning or advisory issued. The playground is located behind the building. For this reason, it is necessary for the children to exit the building and enter the fenced area to get to the playground. Children will go outside with their class. If your child cannot participate in regular daily activities, such as outside play, your child may not attend the center. Children must dress appropriately for the weather (shoes, jackets, hats, gloves, etc).

### **Other Notes of Interest**

Parents may not allow their children to bring valuables, including jewelry, or toys into the center. The center will not be responsible for lost, broken or stolen items. Occasionally we may post images of enrolled children on our social media platforms. We like to showcase and share our curriculum, activities, and learning environment with our local community. Parents should check their child's cubbie/folder each day for class work, newsletters, and other important information. Other notices will be posted on the door.

### **Withdrawal Procedures**

A two week written notice is required for those parents wishing to withdraw their child from Good-HoneyBears for any reason. If notice is not given, two weeks tuition is due on the day of withdrawal. Any account that is not paid in full will result in collection through legal action. In the event that a parent continuously disregards the rules and regulations set forth in this handbook, they will be withdrawn immediately and two weeks tuition will be due on the day of withdrawal. Good-HoneyBears Child Development Center, Inc. reserves the right to terminate child care services immediately if, at anytime, we determine that our program does not meet a child's needs. There will be no refunds for tuition or registration fees paid before or upon withdrawal or termination. Copies of your child's records may be requested upon withdrawal/termination; however, your child's original application is the property of Good-HoneyBears Child Development. All unclaimed items will be disposed of after five (5) business days.

## **Safe Health Policies and Practices at Good-HoneyBears Child Development**

### **Cleaning/Health Standards**

The staff at Good-HoneyBears strives to provide a safe and clean environment in which children can grow and develop. Daily classroom cleaning includes, but is not limited to, tables, chairs, soiled laundry, rest mats/cribs, bathrooms, floors, removal of all trash, and sanitizing/disinfecting of all contact surfaces. Weekly cleaning will include windows, window sills, shelves, containers, and all laundry. Monthly cleaning will consist of all walls, doors, and all other surfaces. All parents are asked to assist their child with hand washing upon arrival each morning. In addition, we ask that parents refrain from bringing food and drink into the center, except on special occasions, such as parties, family luncheons, etc. Sippy cups, bowls, etc. are not allowed. Food and drink left out is against sanitation regulations. If children bring in these items, they will be disposed of upon arrival.

### **Illness and Readmittance Policy**

While in attendance at our center, your child's good health is very important to us. When a sick child attends school, they are likely to pass illnesses to healthy children and their families. If your child is sick, please keep them at home to recover. This helps to ensure that children may attend school without catching "bugs" that may make them sick and keep parents out of work. Parents of children who become ill while at the center will be contacted immediately and the child must be picked up within one hour. Children are not allowed at the center if they have one or more of the following:

- \*Temperature of 100 degrees or higher.
- \*Two or more unusual bowel movements.
- \*Vomiting (even if cough related).
- \*Any rash.
- \*Any allergy or infection related mucus or drainage (clear or other). This includes eyes and noses whether contagious or not.
- \*Any other communicable disease or infection.
- \*Seasonal allergies (while not contagious, present similar symptoms as contagious infections).

### **Although we recognize the need for you to be at work, we ask that you be mindful of other families and adhere to our policies.**

If your child has a runny nose or eyes, he is not well enough to interact with others and cannot participate in routine daily activities. He needs to be resting at home and not at preschool. Not being contagious and being well are not always the same.

Parents must follow our readmittance policy when returning to school. A doctor's note may not be considered when asking to return. Our readmittance policy takes precedence. Children may not return until symptoms have subsided for 24 hours without the aid of medications, such as fever reducers, anti-diarrhea/nausea medications, etc. Do not request that your child receive these types of medications while in attendance at the center. Your child must also be on any prescribed antibiotic medication for 24 hours along with the absence of any other symptoms before returning to the center. If your child has a communicable disease, parents must notify the center immediately so we may follow proper procedures to prevent further infection of children. Any healing wounds or injuries such as bug bites, scrapes, scratches, burns, etc. must be covered completely and free of any discharge.

### **Administering Medication**

No over the counter medications are to be brought nor will they be administered at the center. Prescription medication will be administered to children who need it while at school, providing the proper medication procedures are followed. Parents must bring in all medication in its original container. No medication will be administered without specific written instructions from the child's parent and/or physician. Parents must check the label for dosage information on each medication. Medicine slips may be obtained and are to be filled out completely, signed, and dated for the duration of the medication or no medication will be administered. The staff administering the medication will sign, date, and provide the time given for each dosage on the form. When the medicine form expires, all medicines must be taken home or they will be discarded immediately.

### **Allergies**

Allergy lists are posted throughout the center. Parents are asked to list any allergies their child may have on the application form and submit an up to date allergy action plan signed by the child's physician and parent, along with any necessary prescription medication (ie. asthma inhaler, epipens, antiseizure medication, etc.). If your child develops any allergies not listed in their file, notify the center immediately so that we can update our records. If your child has an allergy to any foods listed on our menu, parents must bring in a substitute item (of equal nutritional

value) labeled with your child's name and date in a throwawayable container to be served in the place of the menu item. This must be accompanied with a written request for substitution signed and dated by the parent.

### **Accidents and Injuries**

Accidents such as scrapes, bruises, insect and human bites may occur while at the center and will be documented. An accident/injury report will be completed, signed, and dated by a staff member and the parent, and kept on file if an accident occurs. Specific information, such as other children involved, will not be given. Do not ask staff to divulge this information.

### **Chronic Autoimmune/Infectious Diseases**

The director, child's parents, and child's physician will determine whether the child will be able to receive proper care at the center and whether there is a risk of transmission to others. All records of the child's status will be kept strictly confidential. Only those personnel needed to ensure proper care of the child will be aware of the child's condition. Should there be a reason to believe that a child or adult may have been exposed, the local health department and the adult or child's parent will be notified. Sterile disposable gloves are available when there is any contact with blood or bodily fluids.

### **Nutrition Policy**

We provide a USDA approved morning snack, a lunch, and an afternoon snack each day. Monthly menus are posted on the Parent Information Board. Morning snack is served between 8:30 and 9:00 am each day. No outside food is allowed in the center except for special occasions. Only with food allergies will menu substitutions be allowed with an up to date allergy action plan signed by the child's physician and parent on file.

### **Nap/Rest Periods**

Each child enrolled at Good-HoneyBears will be offered an opportunity to rest each day. Rest times vary by age and are posted on the daily schedule in each classroom. No child will be denied or forced to sleep. Rest time is required and we will not wake children up before rest time is over. We supply cribs, mats, sheets, and blankets for each child. Crib sheets are changed daily. Mat sheets are taken off and placed in children's individual baskets and laundered weekly. Sanitizing solution is used to clean mats and cribs.

### **Discipline Policy**

We believe that a structured classroom environment filled with fun and exciting activities alleviates boredom that may lead to behavior problems. We have found that when children are actively involved in their environment, the classroom is less chaotic and more manageable. When these problems occur we use positive reinforcement. This means that we support the positive behavior to help eliminate the negative behavior. Praising the children for positive behavior makes them less likely to exhibit unwanted behavior.

Staff at Good-HoneyBears are encouraged to utilize the many resources offered by various agencies (Smart Start, Project Enlightenment, etc.). We attend training seminars that focus on subjects related to behavioral, cognitive, and social development. This enables our staff to learn about the different approaches to working with each child and how to successfully deal with sensitive issues pertaining to behavior.

### **Child Abuse and Neglect**

We use praise and positive reinforcement to manage behavior. No form of verbal or physical abuse or neglect will be tolerated. Any abuse or neglect by an employee will result in termination of employment. It is each employee's responsibility to report suspected abuse or neglect to the director of the center whether the abuse or neglect is coming from an employee of the center or a parent or family member of the child. The law requires that any suspected abuse be reported to the appropriate authorities. We have only the child's best interest in mind.

### **Smoking Policy**

Good-HoneyBears is a smoke free facility. This includes all smoking related products including tobacco, e-cigarettes, etc.. All smoking related products are prohibited on these premises.

## **Prevention of Shaken Baby Syndrome and Abusive Head Trauma Policy**

### **Effective December 15, 2016**

We, at Good-HoneyBears Child Development, believe that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma (SBS/AHT) is an important function of keeping children safe, protecting their healthy development, providing quality child care, and educating families.

#### **Procedure/Practice.**

##### Recognizing:

Children are observed for signs of abusive head trauma including irritability and/or high pitched crying, difficulty staying awake/lethargy or loss of consciousness, difficulty breathing, inability to lift the head, seizures, lack of appetite, vomiting, bruises, poor feeding/sucking, no smiling or vocalization, inability of the eyes to track and/or decreased muscle tone. Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

##### Responding to:

If SBS/ABT is suspected, staff will:

- \* Call 911 immediately upon suspecting SBS/AHT and inform director.
- \* Call the parents/guardians.
- \* If the child has stopped breathing, trained staff will begin pediatric CPR.

##### Reporting:

Instances of suspected child maltreatment in child care are reported to the Division of Child Development and Early Education (DCDEE) by calling 1-800-859-0829. Instances of suspected child maltreatment in the home are reported to the county Department of Social Services at 919-212-7963.

#### **Prevention strategies to assist staff in coping with a crying, fussing, or distraught child.**

Staff first determine if the child has any physical needs such as being hungry, tired, sick, or in need of a diaper change. If no physical need is identified, staff will attempt one or more of the following strategies:

- \* Rock the child, hold the child, or walk with the child.
- \* Stand up, hold the child close, and repeatedly bend child's knees.
- \* Sing or talk to the child in a soothing voice.
- \* Gently rub or stroke the child's back, chest, or tummy.
- \* Offer a pacifier or try to distract the child with a rattle or toy.
- \* Turn on music or white noise.

#### **Prohibited behaviors.**

Behaviors that are prohibited include (but are not limited to):

- \* Shaking or jerking a child.
- \* Tossing a child into the air or into a crib, chair, or car seat.
- \* Pushing a child into walls, doors, or furniture.

#### **Strategies to assist staff members in understanding how to care for infants.**

Staff reviews and discusses:

- \* The five goals and developmental indicators in the 2013 North Carolina Foundations for Early Learning and Development, [ncchildcare.nc.gov/PDFforms/NCFoundations.pdf](http://ncchildcare.nc.gov/PDFforms/NCFoundations.pdf).
- \* How to Care for Infants and Toddlers in Groups, the National Center for Infants, Toddlers, and Families, [www.zerotothree.org/resources/77-how-to-care-for-infants-and-toddlers-in-groups](http://www.zerotothree.org/resources/77-how-to-care-for-infants-and-toddlers-in-groups)

#### **Strategies to ensure staff members understand the brain development of children up to five years of age.**

All staff take training on SBS/AHT within first two weeks of employment. Training includes recognizing, responding to, and reporting child abuse, neglect, or maltreatment as well as the brain development of children up to five years of age. Staff review and discuss:

- \* Brain Development from Birth video, the National Center for Infants, Toddlers and Families, [www.zerotothree.org/resources/156-brain-wonders-nurturing-healthy-brain-development-from-birth](http://www.zerotothree.org/resources/156-brain-wonders-nurturing-healthy-brain-development-from-birth)
- \* The Science of Early Childhood Development, Center on the Developing Child, [developingchild.harvard.edu/resources/inbreed-science-of-eve/](http://developingchild.harvard.edu/resources/inbreed-science-of-eve/)

#### **Parent web resources.**

- \* The American Academy of Pediatrics: [www.healthychildren.org](http://www.healthychildren.org)
- \* The National Center on Shaken Baby Syndrome: <http://dontshake.org/family-resources>
- \* The Period of Purple Crying: <http://purplecrying.info/>

#### **Staff web resources.**

- \* Caring for Our Children, Standard 3.4.4.3 Preventing and Identifying Shaken Baby Syndrome/Abusive Head Trauma, <http://cfoc.nrckids.org/StandardView.cfm?StdNum=3.4.4.3&=+>
- \* Preventing Shaken Baby Syndrome, the Centers for Disease Control and Prevention, <http://centerforchildwelfare.fmhi.usf.edu/kb/trprev/PreventingSBS508-a.pdf>



# Summary of the North Carolina Child Care Law and Rule for Child Care Centers

## What's Child Care?

The law defines child care as:

- three or more unrelated children under 13 years of age
- receiving care at a non-relative
- on a regular basis, at least once a week for more than four hours per day but less than 24 hours.

It is only when all of these conditions exist that regulation is required. The North Carolina Department of Health and Human Services is responsible for regulating child care. This is carried out through the Division of Child Development and Early Education. The purpose of regulation is to protect the health and well-being of children while they are away from their parents. The law defining child care is in the North Carolina General Statutes, Article 7, Chapter 110. The North Carolina Child Care Commission is responsible for adopting rules to carry out the law. Some counties and cities in North Carolina also have local zoning requirements for child care programs.

## Child Care Centers

Licensing as a center is required when six or more children are cared for in a residence or when three or more children are in care in a building other than a residence. Religious-sponsored programs are exempt from some of the regulations described below if they choose not to be licensed. Child care centers may voluntarily meet higher standards and receive a license with a higher rating. Centers will be visited at least annually to make sure they are following the law and to receive technical assistance from child care consultants.

## Two through Five Star Rated License

Centers that meet the minimum licensing requirements will receive a one-star license. Programs that choose to voluntarily meet higher standards can apply for a two through five-star rated license. The number of stars a program earns is based upon the education levels their staff meet, the program standards met by the program, and one quality point option.

## Child Abuse, Neglect, or Maltreatment

Every citizen has a responsibility to report suspected child abuse, neglect or maltreatment. This occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. It may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. It also occurs when a child does not receive proper care, supervision, appropriate discipline, or when a child is not in a safe environment. **North Carolina law requires any person who suspects child maltreatment at a child care facility to report the situation to the Intake Unit at Division of Child Development and Early Education at 919-814-6300 or 1-800-859-0829.** Reports can be made anonymously. A person cannot be held liable for a report made in good faith. **North Carolina law requires any person who suspects child abuse or neglect in a family to report that to the county department of social services.**

## Parental Rights

- Parents have the right to enter a center at any time while their child is present.
- Parents have the right to see the license displayed in a prominent place.
- Parents have the right to know how their child will be disciplined.

## How to Report a Problem

North Carolina law requires staff from the Division of Child Development and Early Education to investigate a child care center when there has been a complaint. Child care providers who violate the law or rules may be fined, issued an administrative action, and may have their licenses suspended or revoked. Administrative actions must be posted in the facility. If you believe that a child care provider fails to meet the child care requirements, or if you have questions, please call the Division of Child Development and Early Education at 919-814-6300 or 1-800-859-0829.

## Licensed Centers must, at a minimum, meet requirements in the following areas.

### Education and Training

The administrator of a child care center must be at least 21 and have at least a North Carolina Early Childhood Administration Credential or its equivalent. Lead teachers in a child care center must be at least 18 and have at least a North Carolina Early Childhood Credential or its equivalent. If administrators and lead teachers do not meet this requirement, they must begin credential coursework within six months of being hired. Staff younger than 18 years of age must work under the direct supervision of staff 21 years of age or older. All staff must have current certification in CPR and First Aid. All staff must complete health and safety training and a minimum number of ongoing training hours annually. IT'S-SIDS training is required the administrator and any caregiver that works with infants 12 months of age or younger. One staff member must complete the Emergency Preparedness and Response in Child Care training and plan.

### Criminal Background Checks

Criminal background qualification is a **pre-service requirement**. All staff must undergo a criminal background check initially, and every five years thereafter.

### Reviewing Facility Information

From the Division's Child Care Facility Search Site, the facility and visit documentation can be viewed

<http://ncchildcaresearch.dhhs.state.nc.us/search.asp?lang=English>  
 A public file is maintained in the Division's main office in Raleigh for every licensed center. These files can be viewed during business hours (9am-5 pm) by contacting the Division at 919-814-6300 or 1-800-859-0829 or requested via the Division's web site at [www.ncchildcare.ncdhhs.gov](http://www.ncchildcare.ncdhhs.gov).

### Staff/Child Ratios

Ratios are the number of staff required to supervise a certain number of children. Group size is the maximum number of children in one group. The minimum staff/child ratios and group sizes for single-age groups of children in centers are shown below and must be posted in each classroom. A sample staff/child ratio chart can be found on the DCODE website under "Provider Documents and Forms."

Age	Teacher/Child Ratio	Maximum Group Size
0-12 months	1:5	10
12-24 months	1:6	12
2 to 3 years old	1:10	20
3 to 4 years old	1:15	25
4 to 5 years old	1:20	25
5 years old and Older	1:25	25

Centers located in a residence licensed for six to twelve children may care for up to three additional school-age children, depending on the other children in care. When the group has children of different ages, staff/child ratios and group size must be met for the youngest child in the group. Staff/child ratios for multi-age groupings are outlined in the child care rules and require prior approval.

### Space and Equipment

There are space requirements for indoor and outdoor environments that must be measured prior to licensure. Outdoor play space must be fenced. Indoor equipment must be clean, safe, well-maintained, and age appropriate. Outdoor equipment and indoor furnishings must be child size, sturdy, and free of hazards that could injure children.

### Record Requirement

Centers must keep accurate records such as children's, staff, and program. A record of monthly fire drills and quarterly shelter-in-place or lockdown drills practiced must also be maintained. A safe sleep policy must be developed and shared with parents if children younger than 12 months are in care. Prevention of shaken baby syndrome and abusive head trauma policy must be developed and shared with parent of children up to five year of age.

### Curriculum and Activities

Four and five-star programs must use an approved curriculum in classrooms serving four year old children. Other programs may choose to use an approved curriculum to earn a quality point for the star-rated license. The Division website maintains a list of approved curriculums for four-year-old children. Activity plans must be available to parents and must show a balance of active and quiet activities. A written activity plan that includes activities intended to stimulate the developmental domains, in accordance with North Carolina Foundations for Early Learning and Development. Rooms must be arranged to encourage children to explore and use materials on their own and have choices.

### Health and Safety

Children must be immunized on schedule. Each licensed center must ensure the health and safety of children by sanitizing areas and equipment used by children. Meals and snacks must be nutritious and meet the Meal Patterns for Children in Child Care. Food must be offered at least once every four hours. Local health, building, and fire inspectors visit licensed programs to make sure standards are met. All children must be allowed to play outdoors each day (weather conditions permitting) and must have space and time provided for rest. They must provide age-appropriate toys and activities. Centers must complete the Emergency Preparedness and Response in Child Care training and plan.

### Transportation

Child care centers providing transportation for children must meet all motor vehicle laws, including inspection, insurance, license, and restraint requirements. Children may never be left alone in a vehicle and child-staff ratio must be maintained.

### Discipline and Behavior Management

Each program must have a written policy on discipline, must discuss it with parents, and must give parents a copy when the child is enrolled. Changes in discipline policy must be shared with parents in writing before going into effect. Corporal punishment (spanking, slapping, or other physical discipline) is prohibited in all centers. Religious-sponsored programs which modify the Division of Child Development and Early Education that corporal punishment is part of their religious training are exempt from that part of the law.

The law and rules are developed to establish minimum requirements. Most parents would like more than minimum care. Child Care Resource and referral agencies can provide help in choosing quality care. For more information about choosing quality child care, parent resources and/or the In North Carolina law and rules, contact the Division of Child Development and Early Education at 919-814-6300 or 1-800-859-0829; or visit our homepage at [www.ncchildcare.ncdhhs.gov](http://www.ncchildcare.ncdhhs.gov).

**This summary shall be posted for the public to view in accordance with G.S. 110-102**



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 NC Department of Health and Human Services  
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Child Care Commission  
<https://ncchildcare.ncdhhs.gov/Home/ChildCareCommission>

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