



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA CHILD CARE

Providing support and development
for your child early in life.

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**YMCA of Catawba Valley
Child Development Center
Parent Handbook**

(Revised October 2021)

**Hickory Foundation YMCA
Child Development Center**

701 1st Street NW
Hickory, NC 28601
828-838-1565

**O. Leonard Moretz Foundation YMCA
Early Learning Center**

1104-A Conover Blvd E
Conover, NC 28613
828-464-6251



YMCA Mission:

To put Christian principles into practice through programs
that build healthy spirit, mind and body for all.

PARENT HANDBOOK

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OUR PURPOSE

To provide the highest quality care available to the children enrolled in our programs; to provide a safe, loving and physical environment where constructive growth experiences can take place; strive to meet the total needs of physical care, emotional development, social interaction, intellectual stimulation and spiritual growth of the child.

OUR PHILOSOPHY

Learning should be fun! Children learn best through play and hands-on activities, both planned and spontaneous. A variety of activities are incorporated into the daily schedule to introduce and reinforce basic skills and expand the child's horizon. These skills may include, but are not limited to:

- sand and water play
- science and discovery
- dramatic play and music
- books, storytelling and puppets

The YMCA values the attributes of personal character and ethical behavior: Caring, Honesty, Respect and Responsibility. Our childcare staff will strive to apply these values through all of our activities, curriculum and interaction with the children and families.

The YMCA Child Development Centers are licensed centers with an appropriate classroom capacity for children ages 6 weeks to Pre-K, as full-time enrollment.

FEES & PAYMENTS

Payments are due one week in advance for the following week's care. Upon enrollment, a **\$75.00 registration fee** will be collected, along with the first week's tuition. Financial Assistance is available for those who are eligible when resources are available. Payments are made through a weekly draft (check, EFT or Credit Card) on the **Friday** before the week of care. Please note the following important points related to fee payments:

- A money order may be required if more than one check has been returned for non-sufficient funds.
- Weekly fees are not refunded due to absences. The entire week must be paid in order to maintain the enrollment.
- Any account past due two weeks or more without approved arrangements with the Center Director will result in the drop of enrollment.
- A late fee in the amount of \$35.00 will be charged to any returned draft payment resulting in a delinquent account.

The childcare rates are as follows:

Hickory Foundation YMCA CDC

- 6 weeks up to 23 months: \$175.00 member per week/\$215.00 non-member per week
- 24 months up to 5 years: \$170.00 member per week/\$205.00 non-member per week

O. Leonard Moretz Foundation YMCA Early Learning Center (Shuford) CDC

- 6 weeks up to 23 months: \$170.00 member per week/\$210.00 non-member per week
- 24 months up to 5 years: \$160.00 member per week/\$195.00 non-member per week



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HOURS OF OPERATION, ATTENDANCE & LATE FEES

The YMCA of Catawba Valley Child Development Centers are open Monday through Friday from 6:30am to 6:00pm, with a 9:00am Drop-off deadline. A child may be denied care for the day if they arrive after the 9:00am deadline, and parents are encouraged to contact the center in the event of an absence. In the case of a doctor appointment or other similar events, a child may arrive after the 9:00am deadline with prior consent from the Center Director. However, the child must arrive prior to the designated classroom lunch time. Please confirm check-in and check-out of your child with staff and/or follow the designated procedure for the center of enrollment. All children are accepted regardless of race, ethnicity, social, economic or religious preferences.

It is a general assumption that most children will spend approximately 9 hours a day at the center. However, please note that the YMCA adheres to a 10-hour per day limitation. The center closes at 6:00pm, and all children must be signed out using the appropriate procedure for the center of attendance. If children are not picked up by 6:00pm, parent must pay a \$20.00 flat rate for arriving at 6:01pm through 6:15pm per child; additionally, you must pay \$2.00 per minute for every minute from 6:15pm until pick up per child. If we have not heard from you by 7:00pm the Department of Social Services will be contacted. If a child must be picked up for an appointment during the day, please do so before nap time at 12:00 noon. If the child is to return, it must be after nap time by 2:30pm. Otherwise, the child is not permitted to return for the remainder of the day.

INCLEMENT WEATHER

In the event of inclement weather, all closings or delays will be posted on the YMCA Facebook page (Hickory Foundation YMCA or Adrian L. Shuford, Jr. YMCA). The YMCA does NOT follow the local school system closings and will make the safest decision for all families and staff. Delayed openings will move the drop-off deadline to 30 minutes past opening time of the centers.

HOLIDAY SCHEDULE

The Child Development Center recognizes the following Holidays: New Year's Eve, New Year's Day, Good Friday, Easter Monday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving & the day after, and the week of Christmas. A complete list of days and dates for the current year is available on the YMCA website at www.ymcacv.org and copies are available at the center.





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DSS CLIENTS

Our center must notify the Department of Social Services of all absences on the 5th and 10th day of each month. If your child has missed 10 days in a month, consecutively or not, DSS may withhold payment for the days missed, requiring the parent to pay the remaining unpaid balance.

Enrollment termination will be determined at the same time as DSS reports are submitted (5th and 10th of each month). If DSS enrollment is terminated due to unexplained absences, it is the parent's responsibility to re-instate enrollment with DSS.

Additionally, a DSS "Action Notice" of termination does not serve as a YMCA enrollment termination. The YMCA requires a two-week, written notification of cancellation with payment for the remaining two weeks required regardless of the child's attendance. Pro-rating is not available and all enrollment terminations will be completed on a Friday as a full week. If a child is absent for two or more days without contact by the parent or guardian enrollment may be terminated with the YMCA (and therefore DSS) and the two week notice weekly fees will apply.

It is the parent or guardian's responsibility to remain updated with any changes regarding DSS parent fees, action notices, and effective dates. The Center Director can be available to assist in determining parent fees and effective dates. Please note the following regarding important information about DSS vouchers and changes:

- Full-price enrollment fees may be charged if the YMCA receives an action notice from DSS, terminating payment to the YMCA. It is the parent's responsibility to renew the DSS voucher.
- If DSS parent fees are delinquent more than two weeks, the YMCA may terminate the services from DSS, which may result in the inability to secure another DSS voucher until the account is paid in full.

WITHDRAWALS

Children are considered fully enrolled until:

- The parent notifies the YMCA that the child is being withdrawn from the center, with a mandatory written two-week notice.
- A week of unexplained absence
- A past due balance requires expulsion from the center (Maximum of two weeks unpaid).

Fees will be charged until the child is officially withdrawn or dropped from the program. All of the week's of your child's enrollment must be paid, regardless of absences.





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PROGRAM HIGHLIGHTS

The YMCA of Catawba Valley's CDC Curriculum includes a variety of activities that integrate physical, intellectual and social-emotional stimulation. Weekly lesson plans emphasize experiences and relationships to build individual competence and positive self-esteem, and are posted in the classrooms. Curriculum highlights include, but are not limited to:

- Weekly units of study
- Music appreciation
- Arts & Crafts
- Science & Nature
- Character Development
- Nutritional Education
- Health Education
- Devotions (from a Bible/Book that encourages good character)
- Dramatic Play & Storytelling
- Community Visitors and programs
- Preschool Physical Fitness (Stretch-n-Grow for ages 3-5)
- Swimming for 3-5 year-olds (Free with childcare voucher)

PARENT PARTICIPATION & EXPECTATIONS

We want you to be happy and feel comfortable leaving your child with us, but need your help so that we may provide the best possible experience for your child. Here are some important points to remember:

- Please keep us up to date on all your contact information and/or any changes to your child's record that needs to be made.
- We WANT you to participate in parties, outings, activities and fundraisers whenever possible. Please be sure to communicate with your child's teacher on special events happening in the classroom where they may need volunteers.
- We encourage you to visit the center at any time during the day.
- We encourage you to ask questions about your child's progress and needs. If you would like to set up a meeting with your child's teacher, please get in touch with the Center Director to arrange a time that will work with everyone so that coverage may be arranged for the classroom.
- We ask that you bring your child all the way into the classroom upon arrival, signing your child in & out EVERY time.
- Please alert staff by written note if someone different will be picking up your child. Phone calls WILL NOT be accepted to release your child to someone who is not on the pick-up list. Also, be sure to notify this person they WILL be required to show proof of ID before we can release the child from our care.
- Be sure your child has the following items at the center at all times:
 - ⇒ A complete change of clothes including underwear, pants, shirts, shoes, and socks.
 - ⇒ Diapers or pull-ups
 - ⇒ Wipes
 - ⇒ Blanket for nap time except for Infants
 - ⇒ If your child is missing one of these necessity items we will contact you to deliver them to the center. Parents need to check cubbies daily to see if your child needs any of these items.
- If at any time you have questions, concerns, or complaints please speak to the Center Director. You may also contact your centers Branch Executive Director. The Hickory Foundation YMCA main number is (828) 324-2858 and the Adrian L. Shuford, Jr. YMCA main number is (828) 464-6130.



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ENROLLMENT POLICY

At the YMCA of Catawba Valley Child Development Centers, we believe in having an organized enrollment criterion that all families must recognize in order to obtain all necessary data we need to properly and effectively care for your child on a daily basis.

Prior to the first day of attendance, a conference with the parent or legal guardian and the child is required to get acquainted with the environment, staff and schedule. During this initial visit the parent/legal guardian will have a personal interview with the Director and/or Assistant Director and an opportunity to review the Parent Handbook.

The following forms will need to be completed and submitted prior to the first day in attendance:

- Application Form: completed by the parent/legal guardian that provides detailed emergency and health insurance information.
- Child Care Health Assessment: completed and signed by the child's physician or certified registered nurse practitioner or physician's assistant, and must include an updated immunization record. The immunization record **MUST** be updated regularly.
- Summary of Child Care Law: Read and signed by the parent/legal guardian, acknowledging the receipt and understanding of the summary as required by the North Carolina Division of Child Development.

Failure to complete the mandatory forms and health assessment will affect your child's ability to attend or continue to attend the YMCA Child Development Center. If, upon review, the child's health record should show that a significant healthy service has not been done, you will be contacted immediately. Failure to update this information/action within 30 days of notice may result in exclusion from the center.

REST PERIOD

Rest periods are a part of our daily schedule. Children are not required to sleep, but they are required to remain quiet and rest. We will provide a sheet for the cot, if you will bring in a small child-sized lightweight blanket. We ask that all blankets from home be taken home on Friday's and washed (O.L. Moretz ELC). We will launder the dirty sheets. Blankets will be laundered along with sheets at The Hickory Foundation ELC. No pillows are allowed.

TOYS

Toys from home are not allowed, unless your child's teacher specifically gives the class permission. If your child does bring toys, we will not be responsible for them. Objects of nature, books, or CDs that can be shared with the group will be welcome.

CLOTHING

Please dress your child in comfortable and washable clothing. Weather permitting, we will go outside to play. We will continue to go outside each day through the winter. Please make sure your child is dressed appropriately and bring clothing to wrap up in. Clothing should always be easy for the children to manipulate. Please label all clothing with permanent ink. Your child should have a complete change of clothing (including underwear, socks, and shoes) in his/her cubby. You may also bring an adult shirt or smock for art activities. We do not have extra clothes available. **If your child needs a change of clothes and does not have them you will be called.**

CUBBIES

Each child will have a cubby for his/her personal belongings. Please check it every day for artwork, newsletters and parent information. Each child should have at least 1 extra set of clothing to be left at the center in case they are needed. Soiled clothes are not allowed in the cubby so please be sure to speak to your child's teacher where those are kept.



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CHILD NUTRITION

We follow the USDA requirements for nutritional, healthy meals and snacks by taking part in the Child Nutrition Program through the Department of Health and Human Services. It is very important for you to fill out the Food Nutrition form in your application packet in order for us to remain on the program that helps us to continue to provide your child/children with a healthy variety of good foods. We provide breakfast, lunch, and an afternoon snack. **Breakfast is served each morning and will be taken up promptly at 8:45am. Breakfast will NOT be available after this time.** Our center is also required to provide your child with a certain amount of meat, vegetables, fruit, bread, and milk. If your child has a medical condition/allergy and cannot be given a certain food or beverage please provide the center with a doctor's note stating what food or beverage is not to be given, the reason why, and for the amount of time; please know that an Action Plan will also have to be filled out for these medical or allergy conditions.

No outside food or drink is allowed except for special occasions or holidays deemed appropriate by the child care facility. All items brought in for special occasions/holidays must be store bought.

DISCIPLINE & BEHAVIOR

YMCA staff must make parents aware of our discipline policy, and parent/legal guardian must sign a statement acknowledging your review and understanding of the policy. This form is retained in your child's file.

If a teacher, Assistant Director, or Center Director considers a child's behavior is uncontrollable, the parent/guardian will be contacted. Corporal punishment is strictly forbidden by a YMCA employee, even if the parent is willing to permit others to discipline the child. If repeated episodes of this behavior continue, the Director will provide a written warning to the parent, and a parent-staff conference will be arranged. If the behavior persists, the child will be dismissed from the center.





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Discipline & Behavior Management Policy: The YMCA is devoted to helping youth develop self-esteem, and feel discipline must be delivered in a positive and productive manner. Praise and positive reinforcement are effective methods of the behavior policy. When children receive positive, non-violent and understanding interactions from adults and others they develop good self-concepts, problem solving abilities and self-discipline. The ultimate goal of discipline is self-discipline, control, and direction. Our goal is to provide this direction with positive words and examples so that they will learn the skills necessary to control their own behavior and cooperation with others. It is our intention to try to prevent many behavior problems by providing direct supervision, guidance, age-appropriate activities, love & interaction, a daily routine and clear boundaries. Using the belief that most young children “follow the leader” when taught and will learn and develop values, the YMCA of Catawba Valley adheres to the following discipline and behavior management policy:

WE WILL:

- Listen to the children
- Ignore minor misbehaviors
- Reason with and set limits
- Model appropriate behavior
- Praise, reward and encourage
- Provide natural and logical consequences
- Explain things in an age-appropriate manner
- Provide alternatives for inappropriate behavior
- Use short and supervised periods of “time-out”
- Stay consistent with the behavior management program
- Modify the classroom environment to provide assistance
- Treat the children as people, with respect of their needs, desires, and feelings.

WE WILL NOT:

- Deny food or rest as punishment
- Allow discipline of a child by other children
- Relate punishment to eating, resting or toileting
- Shame or punish when bathroom accidents happen
- Leave a child alone, unattended or without supervision
- Place a child in a locked room, closet, or boxes as punishment
- Spank, bite, pinch, push, slap or otherwise physically punish a child
- Criticize, make fun of or otherwise belittle a child’s parents, family, or ethnic group
- Make fun of, yell at, threaten, make sarcastic remarks, use profanity or otherwise verbally abuse a child



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Forms of Discipline: We use three forms of discipline at the YMCA

1. **Redirection:** With this technique, the caregiver suggests or physically gives the child a different task or toy to stop the undesirable behavior. The child may need to be redirected to a different play center or work table. This technique is used first and foremost by staff with all ages of children.
2. **Reasoning or away-from-the-moment discussions:** Discipline involves teaching positive behavior as well as changing unwanted behavior. That is, children need to know what to do, as well as what not to do and is a more effective tool in anticipating and preventing undesirable behavior than to punish it. "Away-from-the-moment" refers to dealing with the difficult behavior outside of the heat of the moment, and in advance or away from the actual misbehavior. This technique allows the teacher to provide an alternative, desirable behavior in advance. This is the second choice of discipline for staff.
3. **Time-Out:** Proven to be one of the most effective disciplinary techniques available to caregivers, and is effective by eliminating reinforcement opportunities for negative behavior. Like any other procedure, time-out must be unemotional and consistent, which is what makes it effective. This is the third choice for staff.

Inappropriate & Unacceptable Behavior Policy: The YMCA must ensure that the play and learning environment for all children is safe, respectful and provides a model of proper behavior to all children within our care. We also must ensure that inappropriate and unacceptable behavior is addressed in a timely, consistent and fair manner for the well-being of each child and the group as a whole.

Inappropriate and unacceptable behavior may include, but is not limited to: Aggressive, physical or verbally threatening actions directed at another individual; profane or abusive language (not necessarily directed at another); refusal to comply with a teacher's instructions or request; treating YMCA or another individual's property with a lack of respect; disrespecting another child or staff; self-destructive behavior; other behavior determined by a YMCA staff member to be unacceptable.

While in our care at the centers, we teach children to respect themselves, friends, teachers, their environment and materials. Most of the time, small behavior issues and concerns are communicated to the parents through routine interactions at drop-off and pick-up times. In some instances, continual disruptive or aggressive children may require a behavioral plan. A parent meeting will be requested if this should become a reality.

While understanding that children of different ages will have varied expectations regarding what is developmentally appropriate behavior, the YMCA will not be able to tolerate continuous disruptive, aggressive or violent behavior by children of any age. If a child's behavior continuously takes away from the care and safety of the others, enrollment termination might be required. However, in most cases, the following processes will be followed:

- Teachers will document behavior issues in a classroom notebook and will notify parents of such behaviors. Parents are expected to further address the issue with their child at home. In some instances, follow up with a professional for an evaluation may be recommended. If so, parents will be expected to cooperate for continued enrollment.
- If a child exhibits violent or aggressive behavior, the child will be excluded from group activities for a period of time. Depending on the age of the child and the severity of the incident, the child may be allowed to return to the group after the situation is diffused. (This will be allowed no more than two times in one day.)
- If a child's aggressive behavior continues the same day the parent will be called, and will be expected to make arrangements to pick up the child **immediately**. If the child is not picked up within an hour, he/she will be excluded from care the next operating day.

If a child is sent home more than 3 times due to aggressive behavior, the following options are available:

- A parent meeting to discuss and implement a behavioral action plan, which may include additional professional services and assessments from the Children's Resource Center such as behavioral intervention from a therapist and/or Triple P classes offered through the Children's Resource Center or you may go through a private company.
- The family can seek an alternate care arrangement for their child. In most cases, we can accommodate up to a 2-week period while a family is looking for other arrangements. Inquiry with the Center Director will be needed for this.

"Teaching is not about answering questions but about raising questions – opening doors for them in places that they could not imagine." -Yawar Baig





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CHILD ABUSE AND NEGLECT

- I. There are four areas of child abuse and neglect:
 - Physical abuse of children includes any non-accidental physical injury caused or allowed to take place by the child's parent, guardian or teachers. By definition, it is not an accident. Neither is it necessarily the intent of the child's parents, guardian or teacher to injure the child. Physical abuse may result from over-discipline or from punishment which is inappropriate to the child's age or conditions.
 - Neglect involves inattention to the basic needs of a child, such as food, clothing, shelter, medical care and supervision. While physical abuse tends to be episodic, neglect tends to be chronic.
 - Emotional abuse includes blaming, belittling or rejecting of a child, constantly treating siblings unequally, persistent lack of concern by a parent guardian or teacher for the child's welfare, or refusal to provide. Emotional maltreatment is rarely manifested in physical signs. It is more often observed through behavior.
 - Sexual abuse is any sexual act upon a child in violation of the law, which is committed or allowed to be committed by a parent, guardian or teacher. This includes any act of prostitution with or by this child.
- II. The State of North Carolina, by law, mandates reporting of suspected child abuse/neglect by those who work with or are in contact with children. It is the legal and moral responsibility of all to report suspected child abuse/neglect in order to help the child, parent/guardian or teacher.
- III. The Catawba County Department of Social Services stand ready to give assistance to all child care center staff and parents, and serves as a support unit to receive calls for information, help or the receiving of a report of suspected child abuse/neglect.
- IV. Publications on Child Abuse/Sexual Abuse of children by the North Carolina Department of Human Resources, Division of Social Services are available and will be given by the center to all parents and staff. If either staff or parents need assistance with any matter concerning any aspect of child neglect/abuse, please contact the Director of the center or the Catawba County Department of Social Services and appropriate aid or support agencies will be utilized to meet all requests.
- V. All staff will be involved in child abuse/neglect training sponsored by the new staff's orientation training. The training is also reviewed on an annual basis for updates and is a reminder for all staff of their obligation to children.
- VI. Please be assured that all information concerning the reporting, investigation and findings will be kept confidential.

Reporting Child Abuse and Neglect Procedures: The safety and wellbeing of each child in our care is our main concern. In doing so, we would like for you to be aware of our procedures should one of our teachers or anyone else employed with our facility ever suspect abuse or neglect with one of our children or teachers. All teachers/staff involved will be interviewed. Teachers will be dismissed from employment if they fail to comply with the facility's policies and/or child care requirements. Teachers are not reprimanded for reporting any case of abuse or neglect and all cases are immediately attended to. Cameras are in place in every classroom in the YMCA childcare and are monitored by administrators. Administrators frequently visit classrooms to ensure that proper discipline techniques are being implemented. All new staff will receive an orientation on discipline procedures, abuse and neglect before assuming child care responsibilities. Staff will receive training a minimum of twice a year on the policies and procedures. Please know that our goal is to provide every child the safest and healthiest environment possible.



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All teachers are trained in child abuse and neglect through a program by YMCA of the USA to help teachers determine if a situation is abuse/neglect. If signs should appear, teachers will notify the Director and/or Assistant Director immediately. It is the Director's responsibility to notify the proper authorities, which will be done immediately.

BITING POLICY

Biting is very common in a group setting of young children, and is considered developmentally appropriate for toddlers to bite. There are many reasons why young children bite: one of which is they have not established their verbal skills and biting becomes a way of communication. It is our priority to teach them the appropriate means of communication until these verbal skills are learned. We recognize the need to address the reason behind the bite, with our main focus on prevention and not punishment. We work with toddlers by providing them with communication skills, such as words or showing how to give "soft touches." We do not remove children from our program for **normal** behavior, and will look at each biting situation on an individual basis. When biting occurs, we will:

1. Assess the situation and environment to identify the possible reason for the bite.
2. Use the "teachable moment" to show appropriate behavior for this situation.
3. Teach appropriate social skills.
4. Record the incident.

We apply first aid to the child by washing the site of the bite with antibacterial soap and apply an ice pack. When possible and appropriate, we involve the child who bit in helping the child who got bitten to "feel better" (teaching empathy and to repair the relationship). Parents will be informed by the use of a "Bite Report Form" for both parties. When there are on-going biting incidents, the staff will meet to develop a plan with strategies, goals, and a time line to work on the issue.

Biting is documented on the Biting Report Log, which states the date, time, location, name of the child bitten, name of the biting child, facts leading up to the incident, method of discipline, the name of the disciplinarian, and the child/staff ratio at the time of the incident. The names of the children remain confidential.

Steps in addressing biting incidents are:

1. Notify the parents of the concerns
2. Create a plan of action
3. Schedule a meeting with the parents, if needed, to gather additional information that may be helpful in resolving the issue. Stressful situations may play a part in the biting, such as divorce or loss of a family member.
4. If biting persists, an outside resource may be contacted for observation and assistance.
5. After other options have failed, the center reserves the right to temporarily suspend attendance.
6. The child may be excluded from the center if the safety of other children is compromised or the child is unable to handle the stress of being in a group care setting.



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OZONE POLICY

The YMCA of Catawba Valley Child Development Centers believe that children have the right to safe, hazard-free gross motor play, indoor or outdoor. We also believe that our centers have the responsibility to be aware of the daily ozone forecast and make provisions for children's gross motor play.

1. The center shall have a designated staff member who is responsible for obtaining and communicating the ozone forecast for the day (<http://daq.state.nc.us> or 1-888-784-6224). Based on the North Carolina Division of Air Quality, please refer to the chart below.

CODE	AIR QUALITY INDEX	DESCRIPTION
Green	0-50	Good
Yellow	51-100	Moderate
Orange	101-150	Unhealthy for Sensitive Groups
Red	151-200	Unhealthy
Purple	201-300	Very Unhealthy

2. In the event of an Orange or higher Air Quality Index, there must be a pre-planned indoor gross motor play activity planned.
3. If outdoor play is desired during an Orange or higher Air Quality Index, the children must return indoors before 12 Noon, and may not be outdoors past 12 Noon.

The Ozone policy was developed to protect children from hazardous ozone conditions while insuring age appropriate gross motor play. This policy follows recommendations from the North Carolina Division of Air Quality. The Director and/or Assistant Director check the ozone forecast daily by 9:00am. Each teacher will be notified of the alternative play plans if there is an Orange or higher code. Informational posters are posted within the center at all times.





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DISINFECTION

Many communicable diseases can be prevented through appropriate hygiene, sanitation and disinfection methods. Contamination of hands, toys and other equipment in the classroom has appeared to play a role in the transmission of diseases in the childcare settings. Regular and thorough cleaning of rooms prevents transmission of illness.

Disinfecting Materials:

- Cleaning agents: Water, Soap or Detergent
- Disinfecting agents: Chlorine bleach

Concentration of bleach disinfecting solution is listed below. All diluted bleach disinfecting solutions must be tested with testing strips to determine the exact concentration.

RECIPE FOR BLEACH DISINFECTING SOLUTION (100 parts per million)

For use in bathrooms, diapering areas, etc.

1/4 cup bleach in 1 gallon of cool water OR 1 tablespoon bleach in 1 quart of cool water.
Add the household bleach (5.25% sodium hypochlorite) to the water.

RECIPE FOR WEAKER BLEACH DISINFECTING SOLUTION (50 parts per million)

For use on toys, eating utensils, etc.

1 tablespoon bleach to 1 gallon cool water

Bathrooms: Bleach disinfectant solution 100 parts per million

- Toilets, toilet-training equipment and fixtures shall be cleaned and disinfected daily and when obviously soiled.
- Sanitation guidelines prohibit potty chairs and seats.
- Changing tables shall be cleaned and disinfected daily and after each use.
- Hand-washing sinks shall be cleaned and disinfected at least daily and when soiled.
- Bathrooms shall be cleaned and disinfected daily and as needed.

Classrooms: Bleach disinfectant solution 50 parts per million

- All floors shall be vacuumed, swept or mopped with a cleaning solution at least daily and when needed. Carpets shall be shampooed at least every 6 months or as often as necessary to remain visibly free of soil.
- Only products warranted by the manufacturer to be non-hypoallergenic products may be used for cleaning. The use of deodorizers shall be prohibited.
- Small rugs should be shaken and/or vacuumed daily and washed at least weekly or as needed when soiled. Rugs should not be spot cleaned, shampooed or steam cleaned whenever body fluids contaminate such surfaces.
- Classroom toys are cleaned daily. Toys that come into contact with a child's mouth are taken immediately after the child is finished playing to be disinfected.
- Surfaces & tabletops shall be cleaned daily and as needed when soiled. If surfaces become contaminated with blood or other body fluids, they must be cleaned and then disinfected. Gloves are mandatory.
- Infant bedding shall be cleaned daily. All linens shall be cleaned and disinfected at least weekly or more often if soiled. All blankets shall be changed and laundered routinely at least once a week or more often if soiled. Crib mattresses, beds, cots and mats shall also be cleaned and disinfected at least weekly and when soiled or wet.
- Walls, ceilings and floors shall be maintained free from visible soil and in a clean condition. 17



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ILLNESS POLICY

The YMCA of Catawba Valley Child Development Centers do not elect to care for mildly ill children. All children must be capable of participating in routine group activities, including outdoor play. In the event a child becomes ill while attending the center, the parent will be notified and an authorized adult must pick the child up immediately.

In the event of an emergency, parents will be notified immediately and asked to transport the child to the medical facility of their choice. Should medical attention be required, paramedics will be called to transport the child to the nearest hospital.

A child is considered ill when:

- The child runs a fever of 101 degrees or higher. The child must be fever-free, without Tylenol or other fever-reducing medications, for a minimum of 24 hours before they may return to the center.
- Medical consensus concludes that children do not run a fever while teething. However, teething can reduce their resistance leaving them more susceptible to illnesses that do cause fevers.
- A fever related to an ear infection will require a child to have been on antibiotics and fever-free (under 100 degrees) for a minimum of 24 hours before returning to the center.
- Bacterial infections, such as strep throat, require a child be away from the center until they have been on antibiotics for at least 24 hours and continues the medication in its entirety or as instructed by the child's physician.
- If a child's eyes should show an indication of viral or bacterial infection (with redness and/or discharge), the child must be on medication for a minimum of 24 hours AND show signs of improvement before returning to the center.
- A child must be "diarrhea-free" for a minimum of 24 hours before returning to the center. A child will be dismissed from the center if he/she experiences a sudden onset of diarrhea that is followed by an increased number of similar bowel movements that are different than the child's normal pattern.
- A child that has vomited within the last 24 hours may not attend the center, and must be vomit-free for a minimum of 24 hours before returning.
- A child may not attend the center if he/she has an infectious or contagious disease.
- A child may not attend the center if they are not capable of participating in routine group activities, including outdoor play.

It is requested that parents inform the center if the child will be absent due to illness.



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INFANT / TODDLER SAFE SLEEP POLICY

SIDS is the “sudden death of an infant under one year of age, the cause is unknown.” However, research has shown placing children to sleep on their back greatly decreases the risk of SIDS. All parents of infants cared for in the infant room will receive a written copy of our Safe Sleep Policy at the time of enrollment. For more information about SIDS call 1-800-For-Baby or visit www.NCHealthyStart.org.

Infant/Toddler Safe Sleep Plan/Procedures:

- Children should be placed on their back to sleep and front to play to help prevent the incidence of SIDS.
- Infants will always be placed on their backs to sleep, unless there is a signed sleep position medical waiver on file. In that case, a notice will be posted on the infant’s crib.
- The American Academy of Pediatrics recommends that babies are placed on their backs to sleep, but when babies can easily turn over from the back to the stomach they can be allowed to adopt whatever position they prefer to sleep.
- We will follow this recommendation by the American Academy of Pediatrics. However, childcare staff can further discuss with parents how to address circumstances when the baby turns onto their stomach or side.
- Place baby on a firm mattress. No pillows, blankets, quilts, comforters, bumper pads, sheepskin, stuffed animals, or other soft materials should be placed in the crib.
- Make sure that the baby’s head stays uncovered while sleeping.
- Staff will check sleeping infants periodically, and will be especially alert to monitoring a sleeping infant during the first weeks of childcare.
- Only one infant will be in a crib at a time, unless there is an evacuation circumstance.
- Room temperature will be kept between 68-72 degrees F.
- Educate the families served on the procedures followed as a childcare provider to reduce the risk of SIDS while caring for children.
- Staff will maintain up to date certification in Infant CPR and First Aid, and will be trained on this policy.
- Upon enrollment, each parent will sign the Safe Sleep Policy, which will be kept on file at the Center.

PREVENTION OF SHAKEN BABY SYNDROME & ABUSIVE HEAD TRAUMA

The YMCA of Catawba Valley Child Development Centers 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.

SBS/AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and/or there is trauma to the head. Shaking may last only a few seconds, but can result in severe injury or death. According to North Carolina Child Care Rule (child care centers, 10A NCAC 09.0608, family care homes, 10A NCAC 09.1726) each child care facility licensed to care for children up to five years of age shall develop and adopt a policy to prevent SBS/AHT.



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YMCA of Catawba Valley CDC Procedures:

Recognizing: Children are observed for signs of abusive head trauma which include:

- Irritability and/or high pitched crying
- Difficulty staying awake or lethargy or loss of consciousness
- Difficulty breathing
- Inability to lift the head
- Seizures
- Lack of appetite, vomiting, or poor feeding/sucking
- Bruises on the upper arms, rib cage or head resulting from gripping or hitting the head
- Inability of the eyes to track and/or decreased muscle tone.

Responding: If SBS/AHT is suspected, staff will:

- Inform the Center Director and call 911 immediately
- Contact the parents/guardians
- Provide any emergency care that may required, such as 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 or webmasterdcd@dhhs.nc.gov
- Instances suspected in the home are reported to the county Department of Social Services. Catawba County DSS: 828-695-5600

STRATEGIES TO ASSIST IN COPING WITH CRYING, FUSSING OR DISTRAUGHT CHILDREN

Staff must first determine if the child has any physical needs such as hunger, tiredness, illness, or in need of a diaper change. If no physical need is identified, staff may attempt the following strategies:

- Rock the child, hold the child close, or walk with the child
- Stand up, hold the child and repeatedly bend the knees
- Sing/talk to the child in soothing tones
- 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
- Take the child for a ride in a stroller
- Turn on music or white noise

In addition, the facility:

- Allows for staff who feel they may lose control to have a short, but relatively immediate break away from the children.
- Provides support when parents/guardians are trying to calm a crying or distraught child, and encourages parents to take a calming break if needed.

Prohibited Behaviors include, but are not limited to:

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



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To assist staff with understanding the care of an infant, the following items are reviewed and discussed:

- North Carolina Foundations for Early Learning and Development: ncchildcare.nc.gov/PDF_forms/NC_foundations.pdf
- How to Care for Infants and Toddlers in Groups: www.zerotothree.org/resources/77-how-to-care-for-infants-and-toddlers-in-groups
- Including Relationship-Based Care Practices in Infant-Toddler Care: Implications for Practice and Policy, pages 7-9: https://www.acf.hhs.gov/sites/default/files/opre/nitr_inquire_may_2016_070616_b508compliant.pdf

To ensure staff members understand the brain development of children up to five years of age, all staff are trained on SBS/AHT within the 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 5 years of age. Resources include:

- Nurturing Healthy Brain Development from Birth: www.zerotothree.org/resources/156-brain-wonders-nuturing-healthy-brain-development-from-birth
- The Science of Early Childhood Development: developingchild.harvard.edu/resources/inbrief-science-of-ecd/

RESOURCES

- Hickory Foundation YMCA CDC Director: 828-838-1565
- O. Leonard Moretz Foundation YMCA Early Learning Center (Conover) Director: 828-464-6251
- Catawba County DSS: 828-695-5600
- Children's Advocacy & Protection Center of Catawba County: 828-465-9296

PARENT WEB RESOURCES

- Abusive Head Trauma: How to Protect Your Baby: www.healthychildren.org/English/safety-prevention/at-home/Pages/Abusive-Head-Trauma-Shaken-Baby-Syndrome.aspx
- National Center on Shaken Baby Syndrome: <http://dontshake.org/family-resources>
- The Period of Purple Crying: <http://purplecrying.info/>
- Zero to Three: Early Development & Well-Being: www.zerotothree.org/early-development

FACILITY WEB RESOURCES

- Caring for Our Children, Standard 3.4.4.3: Preventing and Identifying Shaken Baby Syndrome/ Abusive Head Trauma: <https://nrckids.org/CFOC/Database/3.4.4.3>
- Preventing Shaken Baby Syndrome, Center for Disease Control and Prevention: http://centerforchildwelfare.fmhi.usf.edu/kb/trprev/Preventing_SBS_508-a.pdf
- Zero to Three: Early Development & Well-Being: www.zerotothree.org/early-development

REFERENCES

1. National Center on Shaken Baby Syndrome: www.dontshake.org
2. NC DCDEE: ncchildcare.dhhs.state.nc.us/general/mb_ccrulespublic.asp
3. Mayo Clinic, Shaken Baby Syndrome: www.mayoclinic.org/diseases-conditions/shaken-baby-syndrome/symptoms-causes/syc-20366619
4. American Red Cross, Pediatric First Aid/CPR/AED: www.redcross.org/images/MEDIA_CustomProductCatalog/m4240175_Pediatric_ready_reference.pdf
5. Children's Hospital Colorado, Calming Techniques for a Crying Baby: www.childrenscolorado.org/conditions-and-advice/calm-a-crying-baby/calming-techniques
6. Caring for Our Children, Standard 1.7.0.5: Stress: <https://nrckids.org/CFOC/Database/1.7.0.5>



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COMMUNICATION

Within 30 days of adopting this policy, the child care facility shall review the policy with all staff who provide care for children up to five years of age. All current staff members and newly hired staff will be trained in SBS/AHT before providing care for children up to five years of age. All staff, directors, and operators will sign an acknowledgement form that includes the individual's name, signature, training date and signature dates, and the facility will maintain these acknowledgement records in staff files. The same procedure listed above will pertain to parents/guardians of enrolled children, with the signed acknowledgement form maintained in the child's file.

CHILD HEALTH

The medical form provided by the center must be completed and signed by your physician. You have 2 weeks from the date the child starts to return this form to the Child Care office. We do not require a new annual medical report each year. We do require that additional immunizations be entered on the medical reports. Medication is anything that is applied to a child's skin, anything that is placed in a child's mouth (except milk, food or drink) or any procedure that is done to a child to help with breathing, etc. This would include rash ointment, baby powder, sunscreen, aspirin, cold or allergy medication, asthma medication, etc. If your child has a medical condition/allergy and cannot be given certain foods/beverages please provide the center with a doctor's note (see child nutrition in handbook). To administer any type of medicine (prescription and patent medicines) we must have a signed Medicine form. Please place medicine in the medicine lock box or give it to the Director, Assistant Director or Administrative Assistant and give the form to your child's teacher. **ALL MEDICINE MUST HAVE A PRESCRIPTION LABEL BEFORE WE CAN ADMINISTER THE MEDICATION. MEDICINE CAN NOT BE ADMINISTERED TO ANY CHILD ON AN AS-NEEDED BASIS.** Please keep your child at home if she/he has:

- A temperature of 101 degrees or higher under the arm
- A severe cold with fever, sneezing, and nose drainage
- Diarrhea or Vomiting
- Impetigo: this is a skin infection of blisters surrounded by a reddened area. When the blisters break, the surface becomes raw, seeps and oozes. The lesions eventually become crusted and yellowish. The most common are on the face, ears and nostrils but it can occur anywhere on the skin.
- Conjunctivitis: this is an eye infection commonly referred to as "pink eye." The eye is generally red with some burning and there may be a thick yellow discharge.
- Bronchitis
- Any childhood contagious disease
- Strep throat. Children need to be on an antibiotic for at least 24 hours before returning to the center.
- If a child is discovered to have head lice, he/she must be picked up immediately and cannot return until treated. Follow up treatment is also required. You will need to obtain a note from a health nurse at the Health Department before the child may return to the center.
- If the child is sent home from the center for any of the above, he/she may not return to the center for at least 24 hours.
- A child needs to be picked up immediately once you are called to come and get them due to sickness. If not picked up within 30 minutes, other individuals on the pick-up list will be called.

By observing good health standards you will be protecting your child and the other children in the center. **Children go outside everyday weather permitting. Please do not request us to allow your child to remain inside. If they are too sick to go out, they are too sick to be at school.**



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ARRIVAL AND DEPARTURE POLICY

- YMCA Child Development Centers cannot permit children to be dropped off before the hours of operation. Please do not ask teachers to make any exceptions.
- Please notify us when there will be variations in your child's schedule.
- Be certain the teacher has acknowledged your child's arrival AND you sign them in before you leave.
- Only the designated parents or other approved adults may sign the child out, and confirm this with the teacher before leaving.
- Only adults previously specified in writing by the parents will be allowed to pick up a child from the center unless the parent has notified the teacher and/or office staff in advance. When questionable circumstances arise, the parent may be called for verification. The adult will be asked for proof of identification.
- We ask that all children arrive at the center by 9:00am. In certain cases, the child will be permitted to come in after 9:00am if prior arrangements have been made.
- Please call the center by 8:30am if your child is going to be late or absent.
- It is the parent's responsibility to arrive by closing time. Parents who do not arrive for their children by this time will be charged a late fee as previously stated.

Please help us keep your child safe by adhering to the above listed requests.

EMERGENCY RESPONSE PLAN

The YMCA of Catawba Valley Child Development Centers have steps in place to address student and staff issues through the adoption of an Emergency Response Plan (EPR). This plan will be implemented in the event of a local disaster or center emergency. The EPR is a preparatory measure, as statistics show that schools are among the safest place to be on a day-by-day basis, due to the strong commitment of educators, parents and communities to their children. Nevertheless, disasters do happen and, because of that, no community can be complacent in its efforts to make its schools even safer. For this reason we have implemented the plan, so please do not be alarmed by the precautionary action.

Drills: Although it is unlikely that the EPR will need to be fully activated, the possibility still remains. Therefore, to prepare your child and staff to act on a moment's notice, we will conduct regular emergency practice drills and will cover a variety of circumstances. In addition to practicing the drills, we will also be teaching the children the appropriate actions to take during a number of emergencies. These drills and accompanying discussions are designed to prepare your child to act quickly and to minimize your child's fear should an emergency occur. In case of an emergency, parents will be called and/or contacted through your centers CDC cell phone.



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Evacuation: If an evacuation to another site occurs, there will be an additional note of the alternative location place at the entrance of the center for parents. Lastly, parents will be contacted and reunited with children as soon as possible after the emergency.

- Take Shelter at the YMCA Center: This plan would be executed in the event of a weather emergency (such as a tornado), unsafe conditions outside, or any threatening situation. Children will be cared for indoors at the facility and all doors will be locked to restrict entry. Parents will be notified if they need to pick up their child before the regular/usual time.
- Evacuation to another site: This plan would be executed in the event of any type of reason it would be unsafe to remain at the center. The YMCA Child Development Center has partners within the community that are considered safe, alternative, temporary evacuation sites. The location will be determined based on the type of emergency.
 - ⇒ Hickory Foundation YMCA Child Development Center will go to St. Luke's Church
 - ⇒ Shuford YMCA Child Development Center will go to the main YMCA building

In the case of an area/city evacuation, the Centers will utilize their sister locations and will travel in the safest mode and route possible.

Parent-Child Reunion Center: The EPR also incorporates a systematic approach to reuniting children with their parents. The plan identifies three possible sites for the Parent-Child Reunion Center. The first site is located on the YMCA grounds and the second site is located at the center's emergency evacuation center. The second location is activated only when the center's premises must be evacuated. In some cases, it may be necessary to use a third alternate location. This will be communicated to parents as quickly as possible, and will be communicated through the mass communication system (Bloomz). **Please remember to keep us updated with the latest contact information at all times.

Reuniting With Your Child: In order to ensure your child's safety, it is necessary for us to establish some protocols related to picking up your child. Therefore, please be advised of the following guidelines when picking up your child from a Parent-Child Reunion Center:

- No child will be released unless you or an individual designated on the child's emergency information sheet arrives to pick them up. **It is critical that the information and phone numbers noted on your child's information are current.** We will be using this information to contact you through our mass communication system with the evacuation process and location for picking up your child.
- You will be required to present valid identification. This step is required to avoid any unauthorized individuals attempting to take a child from the center. We may receive assistance from outside agencies, and therefore may not be familiar with you.
- You will be required to sign for the release of your child. This is extremely important, as it will be our only form of accountability for all children. Please do not take your child without following the proper procedure.
- If you are unable to pick up your child, he/she will be kept at the Parent-Child Reunion Center with direct supervision until alternate arrangements can be made.

Keeping Informed During an Emergency: During a real emergency, staff will be occupied with executing the emergency response plan and will NOT be able to answer the center phone. However, we will make every effort to contact parents, directly or through the mass communication system. Please do not call the center during an emergency. Phone lines need to be kept available for communication with first responders.

Welcome to Our Tobacco-Free Child Care Facility



**Policy prohibits the use of all
tobacco products:**

**Everywhere, By Everyone,
At All Times.**

THANK YOU!

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 developmentally appropriate. Indoor and outdoor equipment and furnishings must be child size, sturdy, and free of hazards that could injure children.

Licensed centers must also meet requirements in the following areas.

Staff Requirements

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 complete a minimum number of training hours, including ITS-SIDS training for any caregiver that works with infants 12 months of age or younger. All staff who work directly with children must have CPR and First Aid training, and at least one person who completed the training must be present at all times when children are in care. One staff must complete the Emergency Preparedness and Response (EPR) in Child Care training and create the EPR plan. All staff must also undergo a criminal background check initially, and every three years thereafter.

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. The staff/child ratios for multi-age groupings are outlined in the child care rules and require prior approval.

Age	Teacher: Child Ratio	Max 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 and older	1:25	25

Additional Staff/Child Ratio Information:

Centers located in a residence that are licensed for six to twelve children may keep up to three additional school-age children, depending on the ages of 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.

Reviewing Facility Information

From the Division's Child care Facility Search Site, the facility and visit documentation can be viewed. A public file is maintained in the Division's main office in Raleigh for every licensed center or family child care home. These files can be viewed during business hours (8 a.m. -5 p.m.) 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.

How to Report a Problem

North Carolina law requires staff from the Division of Child Development and Early Education to investigate a licensed family child care home or child care center when there has been a complaint. Child care providers who violate the law or rules may be issued an administrative action, fined and/or 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 requirements described in this pamphlet, or if you have questions, please call the Division of Child Development and Early Education at 919-814-6300 or 1-800-859-0829.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Child Development
and Early Education

Summary of the North Carolina Child Care Law and Rules (Center and FCCH)

Division of Child Development and Early Education

North Carolina Department of
Health and Human Services
333 Six Forks Road
Raleigh, NC 27609

Child Care Commission

<https://ncchildcare.ncdhhs.gov/Home/Child-Care-Commission>

Revised January 2021

The North Carolina Department of Health and Human Services does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or provision of services.

What Is Child Care?

The law defines child care as:

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

The North Carolina Department of Health and Human Services is responsible for regulating child care. This is done through the Division of Child Development and Early Education. The purpose of regulation is to protect the health, safety, 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.

Family Child Care Homes

A family child care home is licensed to care for five or fewer preschool age children, including their own preschool children, and can include three additional school-age children. The provider's own school-age children are not counted. Family child care home operators must be 21 years old and have a high school education or its equivalent. Family child care homes will be visited at least annually to make sure they are following the law and to receive technical assistance from child care consultants. Licenses are issued to family child care home providers who meet the following requirements:

Child Care Centers

Licensure as a center is required when six or more preschool 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 to meet the standards of the Notice of Compliance rather than the Star Rated License. Recreational programs that operate for less than four consecutive months, such as summer camps, are exempt from licensing. 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.

Parental Rights

- Parents have the right to enter a family child care home or 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.

The laws and rules are developed to establish minimum requirements. Most parents would like more than minimum care. Local Child Care Resource and Referral agencies can provide help in choosing quality care. Check the telephone

Training Requirements

Center and family child care home staff must have current CPR and First Aid certification, ITS-SIDS training (if caring for infants, 0 to 12 months), prior to caring for children and every three years thereafter. Emergency Preparedness and Response (EPR) in Child Care training is required and each facility must create an EPR plan. Center and home staff must also complete a minimum number of health and safety training as well as annual ongoing training hours.

Curriculum and Activities

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

Health and Safety

Children must be immunized on schedule. Each licensed family child care home and center must ensure the health and safety of children by sanitizing areas and equipment used by children. For Centers and FCCHs, 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 centers to make sure standards are met. All children must be allowed to play outdoors each day (weather permitting) for at least an hour a day for preschool children and at least thirty minutes a day for children under two. Children must have space and time provided for rest.

Two through Five Star Rated License

Centers and family child care homes that are meeting 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 license. The number of stars a program earns is based upon the education levels their staff meet and the program standards met by the program, and one quality point option.

Criminal Background Checks

Criminal background qualification is a **pre-service requirement**. All staff must undergo a criminal background check initially, and every three years thereafter. This requirement includes household members who are over the age of 15 in family child care homes.

directory or talk with a child care provider to see if there is a Child Care Resource and Referral agency in your community. For more information, visit the Resources page located on the Child Care website at: <https://ncchildcare.ncdhs.gov/>. For more information on the law and rules, contact the Division of Child Development and Early Education at 919 814-6300 or 1-800-859-0829 (In State Only), or visit our homepage at: <https://ncchildcare.ncdhs.gov/>.

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 abandoned. **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. The operator of the program must notify parents of children currently enrolled in writing of the substantiation of any maltreatment complaint or the issuance of any administrative action against the child care facility. **North Carolina law requires any person who suspects child abuse or neglect in a family to report the case to the county department of social services.**

Transportation

Child care centers or family child care homes 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 ratios must be maintained.

Record Requirements

Centers and homes 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 parents of children up to five years of age.

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 the 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 and family child care homes. Religious-sponsored programs which notify 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.

Learn the Signs. Act Early.

Learn the signs of your child's development and act early if you ever have a concern.

To complete a milestone checklist, **download CDC's FREE Milestone Tracker app** or visit **cdc.gov/Milestones**, and talk to your child's doctor at every well-child visit about the milestones your child has reached and what to expect next.

YOU KNOW YOUR CHILD BEST.

If your child is not meeting milestones or you are concerned about the way your child plays, learns, speaks, acts, or moves, talk with your child's doctor, share your concerns, and ask about developmental screening. Don't wait.

If you or the doctor is still concerned

1. Ask for a referral to a specialist and,
 2. Call for a free evaluation to find out if your child can get services to help:
- **If your child is under age 3:**
Call your state or territory's early intervention program. Learn more and find the phone number at cdc.gov/FindEI.
 - **If your child is age 3 or older:**
Call any local public elementary school.

For more on how to help your child, visit cdc.gov/Concerned.

DON'T WAIT.
Acting early can make a real difference!



For more information about your child's development and what to do if you have a concern, visit:

www.cdc.gov/ActEarly

OR CALL:

1-800-CDC-INFO (1-800-232-4636)

to request a **FREE** *Learn the Signs. Act Early.* Parent Kit or to get help finding resources in your area.



Centers for Disease
Control and Prevention
www.cdc.gov/ActEarly
1-800-CDC-INFO

Developmental milestones adapted from Caring for Your Baby and Young Child: Birth to Age 5 (AAP, 2009) and Bright Futures: Guidelines for Health Supervision of Infants, Children, and Adolescents (AAP, 2008).



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Track Your Child's Developmental Milestones



Milestones Matter!

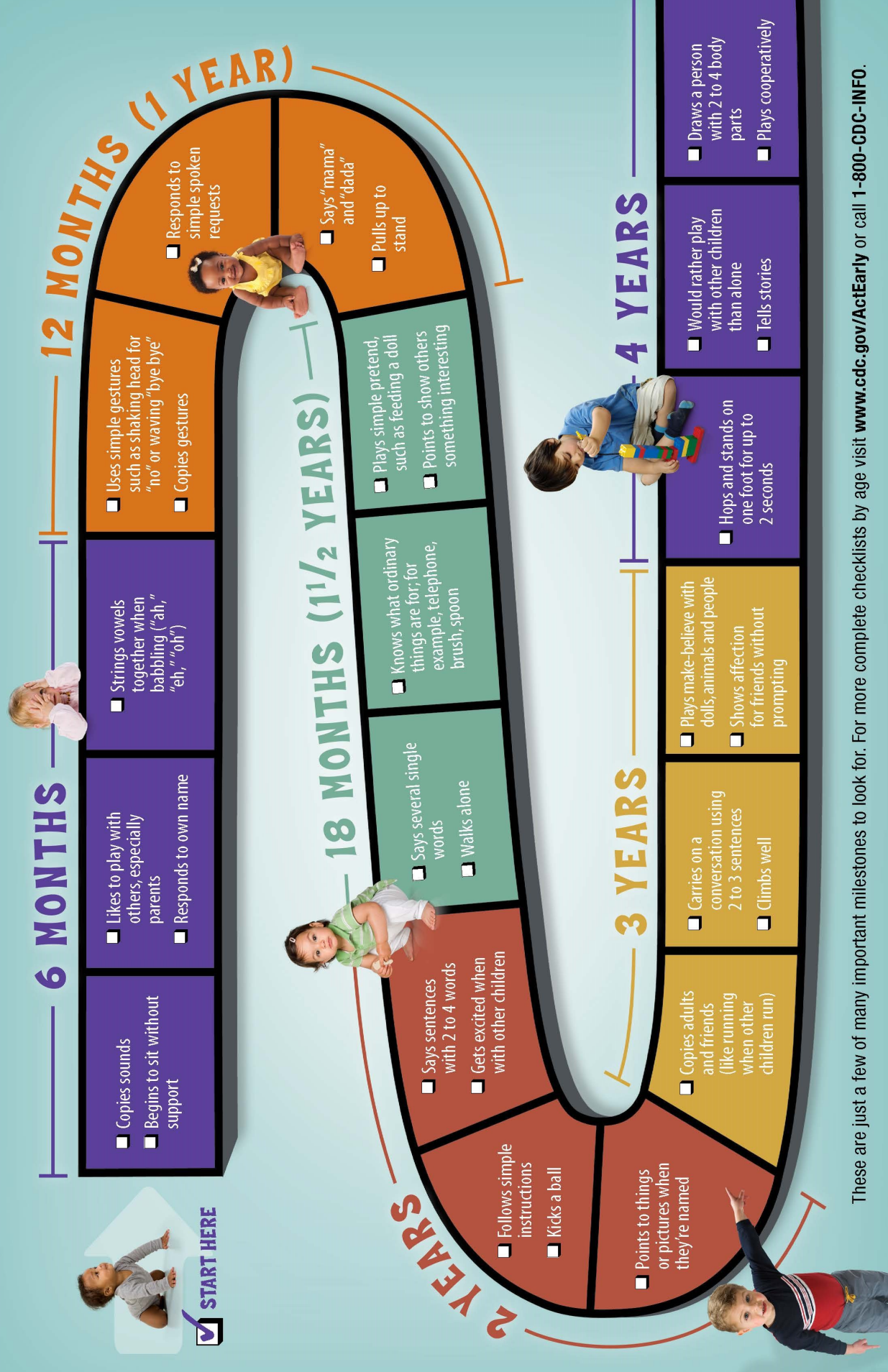
How your child plays, learns, speaks, acts, and moves offers important clues about his or her development.



Learn the Signs. Act Early.

Your Child's Early Development is a Journey

Check off the milestones your child has reached and share your child's progress with the doctor at every visit.



These are just a few of many important milestones to look for. For more complete checklists by age visit www.cdc.gov/ActEarly or call 1-800-CDC-INFO.