



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# BUILDING FUTURE LEADERS

**Parent Handbook**  
**Before/After School Care & Summer**  
**Camp Policies and Procedures**  
**HARRISON FAMILY YMCA**  
Updated January 2020



**Welcome to the YMCA School Age Child Care, including Before & After School and Summer Day Camp Programs!**

**We look forward to serving you and your family. The YMCA strives to provide a safe, affordable, convenient and quality program to meet your family's needs. These policies & procedures answer many of the questions you may have concerning our childcare services. If you have any further questions, please contact the director.**

## **WHO WE ARE**

### **YMCA MISSION STATEMENT**

**The mission of the Harrison Family YMCA is to put Christian principles into practice to improve the quality of life in our communities with programs and services that strengthen the spirit, mind and body for all."**

### **The Y's 4 Character Values**

**Caring, Honesty, Respect and Responsibility**

### **GOALS AND OBJECTIVES**

- 1. The YMCA commits itself to serve the community with quality childcare services in a cooperative effort with area schools, and community partners. Parent involvement is essential to this goal.**
- 2. We strive to hire quality staff for our program. They work directly with children building strong positive relationships in a safe and caring environment.**
- 3. Staff and children work together to plan activities that encourage children to develop to their fullest potential.**
- 4. Since children have already spent most of the day in the classroom, opportunities for outdoor and recreational activities are provided. Age appropriate activities are offered in both large and small group settings. In addition, study time is offered daily during the school year.**
- 5. Physical education activities are offered for at least 30 minutes a day outside (weather permitting) so that children can develop good coordination, physical fitness and athletic skills.**
- 6. Task oriented activities are planned to challenge each child's present abilities and teach them new skills.**
- 7. YMCA childcare strives to establish a cooperative environment where children learn social skills while developing their character and self esteem.**
- 8. The YMCA offers programs and services to individuals and families regardless of sex, race, religion, national origin or financial ability.**
- 9. YMCA childcare supports families through regular activities and parent involvement.**
- 10. The objectives of YMCA programs are: to grow personally, clarify personal values and character development, get along with others, appreciate diversity, become better leaders, develop specific skills, and have fun!**

## AGES OF CHILDREN

The YMCA accepts children ages 4-12 years of age. Children age 4 must be enrolled in an all-day Pre-K program to attend the YMCA program.

## HOURS OF OPERATION

YMCA Before and After School, School Break Camp and Summer Camp programs open at 6:30 AM (at specified locations) and are open until 6:00 PM Monday – Friday.

## LATE PICK-UP CHARGE

A late fee will be charged for pick-up after 6:00 as follows: \$5.00 from 6:00 to 6:10 and \$1.00 a minute for each minute after that. In the event a child is repeatedly left past the closing hour, the YMCA reserves the right to terminate enrollment.

## SEVERE WEATHER/SCHOOL CLOSURES

**If school is cancelled due to inclement weather**, the YMCA will follow Nash-Rocky Mount Schools cancellations.

- If school is closed, YMCA onsite school programs will be closed. The Future Leaders Center at the YMCA site at 1000 Independence Dr. may be open, weather permitting. School Break Camp rates will apply.
- Please check our web page, Facebook and local media for announcements and updates.
- When the school system announces make-up days, your monthly fees will cover those days.

**If school closes early/opens late due to weather:**

- When public schools are dismissed early due to inclement weather, YMCA onsite school programs will also be closed. Weather permitting; the Future Leader site may be open.
- If school is delayed, Before School will operate on the same delayed schedule.
- Please check our web page, Facebook and local media for announcements and updates. If you have downloaded the Harrison Family YMCA app on your phone, you will receive a notification.

## HOLIDAYS

**No child care is provided on the following holidays**

New Year's Day

Memorial Day

4<sup>th</sup> of July

Labor Day

Thanksgiving (Thursday and Friday)

Christmas Eve

Christmas

New Year's Eve

## SCHOOL BREAK CAMP (School Holidays, Christmas Break, Spring Break)

We do offer School Break Camp childcare at the YMCA location at 1000 Independence Dr. on school holidays, teacher workdays, Spring Break and Christmas Break for a separate fee. All dates are based on the Nash-Rocky Mount School Calendar. Please see our rate sheet for these fees.

## SUMMER CAMP

Our Summer Camp is designed to provide children with a fun-filled summer. Each week has a theme with all activities focused on the theme. Each week also includes swim time, outside play and time in the gym. There will be theme specific field trips with details to be announced the week of the trip. We also provide academic enrichment during the summer in the form of fun activities with an educational component. In addition, quiet time for reading is provided daily.

We provide balanced snacks during Afterschool care and snacks and meals during Summer Camp. If you choose to send food with your child, the State requires that it must follow the USDA guidelines.

## DROP IN CARE-Before/After School

Drop In booklets are available for 5 days at a time. The days are valid for the month in which they are purchased. Days left over after the end of the month can be signed over by the Childcare office for only one additional month. Please contact the Childcare office with 48 hour notice of when your student will need to drop in for adequate planning.

## DROP IN CARE-Summer Camp

Drop In booklets are available for 3 days at a time. The booklets are sold per week, days left over after the end of the week cannot be signed over to the next week. Upon registration you will be required to provide the 3 days of service you will need.

## TRANSPORTATION

Transportation is provided from various school locations to the YMCA facility for those participating in the Future Leaders Afterschool program at no additional charge. Transportation from school is available for children attending other YMCA programs such as swimming or gymnastics, for a fee when space is available. Contact the Child Care department for more information and price.

# WAYS TO ENROLL AND PAY

## REGISTRATION

### DEPOSITS/FEE:

Before/After School Care: \$25 non-refundable registration fee for each participant upon enrollment  
Summer Camp: \$10 deposit (taken from weekly fee) required upon registration.

Completed enrollment forms are required before starting any program. On-line registration is available or you may obtain a copy of the form at the YMCA front desk or online at [www.harrisonfamilyy.org](http://www.harrisonfamilyy.org).

**North Carolina childcare licensing rules require all parents/guardians to submit a copy of children's immunizations, any medication authorizations signed by the child's parents, and a recent picture prior to attending the program.**

## PAYMENT OPTIONS

### **NO PAYMENTS WILL BE ACCEPTED BY CHILDCARE STAFF AT THE SCHOOL SITES OR THE CHILDCARE OFFICE.**

Automatic draft is the preferred method of payment and can be set up by our front desk staff. Your payment will be drafted from your account on the 1<sup>st</sup> of every month (other draft date options may be available upon request). Drafting is available through EFT or major credit cards.

### MONTHLY TUITION- BEFORE AND AFTER SCHOOL

Monthly rates are in effect for the school year, all payments must be made at the Harrison Family YMCA 1000 Independence Dr. Payments can also be taken over the phone. Refer to the rate sheet for the specific amount. You will not receive an invoice for your monthly payment.

Payment in full is due regardless of absenteeism, holidays or related weather closings.

Monthly fees are based upon the school calendar. Childcare on early dismissal days is included in your monthly fee as well as school break camp.

### LATE PAYMENTS

Payments for Afterschool Care are considered late after the 5<sup>th</sup> of the month and your account will be charged a \$10 late fee. If payment is not received by the 10<sup>th</sup> of the month, your child will no longer be able to attend the Y program.

### WEEKLY FEES- SUMMER CAMP

Summer camp payments for the week are due by Friday, preceding the start of each week. Registrations received after Friday will be subject to a \$10 late registration fee. Payment must be received before a child can attend camp

## **FINANCIAL ASSISTANCE**

The Y has a limited amount of scholarship dollars that are allocated for child care and summer camp fee assistance. Financial assistance is available, while funds remain available, to those who substantiate a need; therefore, early application is encouraged. Applications for Financial Assistance are available at the front desk or online.

Social services payments will be accepted at the Harrison Family YMCA location only.

## **RETURNED PAYMENTS**

If your payment (check, credit card or automatic draft) is not honored by your bank, you are still responsible for the payment plus a \$10 NSF service fee. This is in addition to any service fee that may be charged to you by your bank.

## **WITHDRAWAL POLICY**

It is the YMCA's policy that written notice be given two weeks in advance of your child's withdrawal from the program to avoid being charged for the following session. Any outstanding balance must be paid at the time of withdrawal. No partial month refunds will be given. The YMCA reserves the right to dismiss a child from the program upon notifying the parent, refunds or credits will not be issued for dismissal from the program due to behavior.

## **RECEIPTS AND TAX INFORMATION**

Receipts are available after making a payment and should be kept for records. Harrison Family YMCA childcare payments may be a tax deduction. Statements will be sent out after the first of each year to the address on file. The Y's Federal Tax ID number is 56-0543251.

## **DROP OFF AND PICK UP POLICY**

It is required by the YMCA that only authorized persons sign their children in and out each day. It is not acceptable for children to sign themselves in/out. Your child will be released only to the individuals that you have designated on the application. If you need to make changes to the list of people authorized to pick up your child, please contact the Y-Director to make the change. If there is an emergency, please call the YMCA staff and we will make special arrangements.

We will ask for a picture ID and check the authorization for the release of your child. If the person is not authorized to pick up the child, the child will not be released. If an unauthorized adult attempts to take a child without permission, the parent and the police will be called. Those designated to pick up and sign your child out must be at least 18 years of age.

# **PARENT/GUARDIAN INVOLVEMENT**

Parent support is critical to the success of the program. The YMCA recognizes and values parents in our programs. Daily communication with staff is very important. Parents are welcome and encouraged to visit their child's program. Parents or guardians are always welcome and visits do not need to be announced or arranged in advance. However, the observing parent or guardian must be listed on the child's authorization card in order to have access to the program area. Parents are welcome at any special activity or field trip our program participates in.

For afterschool a scheduled of preferred times/activities for parent involvement will be sent out. For summer camp these days/times will be included in the weekly newsletter.

# STAFF

## CHILDCARE STAFF QUALIFICATIONS:

The quality and effectiveness of YMCA services for children are directly related to the skills and personal characteristics of staff. Recruiting, selecting, training and supporting staff are essential, interrelated processes in ensuring the success and integrity of children's programs. The leaders are required to have experience in working with children, acknowledge of recreational activities, and must possess certain qualities in order to serve as role models for children.

The staff is selected for personal qualities of warmth, empathy, and ability to relate positively to children. They receive training in many areas: Safety, Child/Adult communication, Guiding Children's behavior, numerous activities including arts/crafts, games, etc. YMCA staff are First Aid trained and CPR certified. Background checks are conducted on all staff. This includes criminal record background checks. All staff members must be 18 year old or over.

YMCA staff are not necessarily trained for specific behaviors, and at no time can be one on one with a child. Staff are not experts on behaviors or specific needs of extenuating circumstances, which would require special training

The Y is a place where children discover new activities, enjoy new and old friends and learn to develop skills and interests in a safe environment. The staff is expected to be honest, caring, respectful, responsible, and safe, and we expect the same from each child.

## YMCA STAFF CODE OF CONDUCT:

1. Staff will use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline.
2. Staff will treat each child with dignity and respect.
3. Staff will provide clear delivery and regular review of program expectations, rules and procedures with children.
4. Staff will insure an atmosphere of appropriate behavior.
5. Staff will communicate any behavioral issues involving children to their parents in a timely manner.
6. Staff will deliver program components appropriately, demonstrating the Y's 4 Character Values and the mission of the Y.
7. Staff will provide program information updates and reminders to parents/guardians.
8. Staff will respect the privacy of program participants and adhere to established confidentiality policies.

## BABYSITTING

YMCA staff and volunteers are not allowed to baby sit or transport children enrolled in our program at any time outside of the program. Please assist us by NOT requesting staff to baby sit your child.

# HEALTH

## IMMUNIZATIONS

The State of North Carolina requires a certificate of immunization signed by the physician for every child; due the day the child starts. Immunizations must be completed on the State approved form. Failure to follow this policy will result in dismissal of the child from the program.

## MEDICATION

Prescription and non-prescription medication will be administered to children provided the following procedures are met:

- 1- Parent completes and signs the Parent Release for Administering Medication form.
- 2- Parent brings medication to the Site Director (please do not send along with children).
- 3- The prescription label or doctor's statement includes the date, name of drug, name of child, name of doctor, dosage and times of administration. These must be clearly written.
- 4- Staff will store medication in a closed, locked container and will document when it is administered.

No medication will be accepted without the approved forms and properly stored medication. All medication MUST have a valid expiration date.

## ALLERGIES

In order for our staff to better serve your child, it is imperative that parents inform staff of any allergies that their child may have or had, for example, food, medication, or other substances. The YMCA is NOT a nut free zone. We do not guarantee no exposure to foods that may cause allergies.

## ILLNESS

According to state licensing requirements and for the protection of all children, the YMCA cannot accept children with the following symptoms:

- Elevated temperature (over 100)
- Diarrhea or vomiting - Undiagnosed rash
- Sore or discharging eyes or ears, profuse nasal discharge
- Diagnosed contagious disease such as strep throat or chicken pox

All children must be symptom free for 24 hours prior to returning to the program. In some cases a doctor's note of release will be required. If children become ill during program, they will be provided with a place to rest comfortably until they go home. Parents will be notified to come and pick up their child within the hour. Please notify the YMCA if your child contracts a contagious disease, such as whooping cough, German or regular measles. It is a licensing requirement that signs be posted to notify families.

## ACCIDENTS AND EMERGENCIES

YMCA staff is First Aid and CPR certified and has been trained in emergency procedures. Emergency numbers are available at each program. Plans for handling fire, floods, tornadoes, severe weather, lost or missing children, injuries and illnesses are on file at each site. We will call you or your emergency contact person to notify of a minor accident or injury. When there is no question that your child must be taken to the doctor or the hospital, we will call you to inform you of our course of action as soon as possible. It is vital that you keep our staff updated in case of changes in your phone number at work and at home. The Y does not have accident insurance on any program participants. It is the responsibility of the parent/guardian to secure insurance and provide the insurance information to the Y on the registration form.

## REPORTING CHILD ABUSE AND NEGLECT

The Y's goal is to provide a safe and healthy place for children. The Y is required by the State of North Carolina law to report any suspicions of child abuse and/or neglect. This law does not require the Y to notify the parents/guardians prior to or after a report has been made. **Reports can be made here:**

<https://www.harrisonfamilyy.org/about-us/safety-and-anonymous-reporting>

# PROGRAM INFORMATION

## **HOMEWORK POLICY**

All YMCA After School program participants will participate in "Homework Time," Monday through Thursday. The expectation for students is to have a respectful and quiet environment so that all students can be successful in completing their homework. This is an opportunity for all students to have dedicated homework time for 20-30 minutes while being supported by program staff. Because we are committing our staff to supporting homework time, all students are expected to take part. Students who may not have regular homework, or in cases where parents prefer assignments be completed at home, we encourage to utilize that quiet time for reading. While we do our best to monitor for completion, it is encouraged that parents review their child's homework and check for accuracy.

## **PERSONAL BELONGINGS**

The Y is not responsible for any personal property. Please make sure your child leaves toys, trading cards, video games, iPods, cell phones, and gaming systems at home. If a child is sent to the Y with these items, they must remain in the child's book bag. Children will not be allowed to use any of these items. If they do, the item will be taken from the child and returned to the parent.

## **ABSENCES**

Please let us know when your child will not be in daily attendance. This is especially important for children who ride the Y bus from their school to the Y building and for the safety of your child.

## **NUTRITION**

Meals and snacks served comply with the Meal Patterns for Children in Child Care Programs from the United States Department of Agriculture (USDA), to ensure nutritious snacks/meals. We encourage this time to be kept pleasant with conversation, encouraged along with eating. No child will be forced to eat, nor denied food as a form of punishment. Please make sure the staff is aware of any food allergies your child may have. To stay with compliance of state regulations, if your child brings their own snack/meal please keep in mind the following: beverages must be 2% while milk, 6 ounces of 100% real juice or plain water. No soda, flavored water or sugared drink is allowed. Additionally, fast food, chips of any sort or snack with 8 grams of sugar or more per serving is not allowed.

B/F: cheerios, grape juice, milk

Lunch: hot dog w/bun, green beans, orange

Snack: apple, gold fish

## **SUMMER CAMP-SWIMMING AT THE Y**

Our schedule includes weekly swim time. The Y understands that although swimming is something that children love, it can sometimes make parents nervous. Children are always supervised by Childcare staff and certified lifeguards. There is a certified life guard on duty for every 25 children in the water. The ratio of Childcare staff to child is 1:13 with a minimum of two staff. Half of the Childcare staff will be in the water and the other half on the pool deck. They will be positioned in pre-assigned areas so that they can see and hear the children and respond quickly. There are US Coast Guard approved life vests available for the children.

To insure everyone is safe while in the water, all children who choose to enter water that is chest deep or deeper or who want to use the water slide are required to take a swim test. Lifeguards administer all tests and will not pass a child unless they are confident of their abilities. If a child does not pass the swim test, Childcare staff and lifeguards will encourage them to continue practicing and test again at a later date. Once a child has passed a swim test, the lifeguards will indicate their swim level and will assign areas of the pool based upon their abilities. For more information regarding test procedures or swim lessons, please contact the Y Aquatics Department.

Parents must supply swim suits and towels.



## EMERGENCY SAFETY PROCEDURES

### In case of tornado:

At the Y building children and staff will immediately move to the locker rooms and will remain there until the threat has passed. At the Y school sites the Y staff follows the school system's emergency plan posted in each school. No children will be released until the threat has passed. Proper sign out procedures must be followed.

### In case of thunder and lightning storms:

Staff will bring children indoors when thunder or lightning is present. Children and staff will not be outside in inclement weather.

### Emergency Response Plan

The YMCA does have a complete and comprehensive emergency response plan in place and is available for review if requested.

# STAY INFORMED

It is important to us that parents/guardians stay informed. The Y will make every effort to communicate with you about activities, special events and especially about your child. We communicate through newsletters, signs posted at the drop off and pick up desk, phone calls, in person, Remind (text to 81010 in message type @hfymca), our mobile app and on our web page.

If there is ever a time you want to know more, please talk with your Childcare staff or the **Youth & Family Director, Ivy Averette, at 252-972-9622, ext. 239.**

# 100% TOBACCO-FREE POLICY

Here at the Harrison Family YMCA we understand that exposing children to tobacco products on child care premises and in vehicles used to transport children or during any off premises activities is an environmental hazard and detrimental to the health and safety of children , staff, and visitors.

This policy applies to all children, families, visitors, volunteers and staff.

Smoking and use of tobacco products are prohibited at all times on the premises of the child care facility, on vehicles used to transport children, and during any off premise activities sponsored by our facility.

Signs are posted at each entrance to the facility and on vehicles used to transport children.

Any person using tobacco products will be asked to refrain while on the child care premises or to leave the premises.

Tobacco products are any product containing, made or derived from tobacco that is intended for human consumption, whether chewed, smoked, absorbed, dissolved, inhaled, or ingested by any other means, including but not limited to cigarettes, e-cigarettes, cigars; little cigars, hookah, snuff, snus, and chewing tobacco.

This policy will be reviewed annually by the on-site administrator of the child care facility.

# ABUSIVE HEAD TRAUMA PREVENTION POLICY

We believe that preventing, recognizing, responding to, and reporting abusive head trauma is an important function of keeping children safe, protecting their healthy development, providing quality child care, and educating families.

Abusive head trauma is a form of inflicted head trauma. It is caused when a child's head is forcibly and repeatedly shaken.

## Recognizing:

Children are observed for signs of abusive head trauma including, but not limited to, irritability, lethargy, loss of consciousness, vomiting, bruises, severe headache, blurred vision, confusion, slurred speech, and unresponsiveness.

## Responding to:

If abusive head trauma is suspected, we will call 911 immediately, call parents/guardians, and perform CPR if child has stopped breathing.

## Reporting:

Instances of suspected abusive head trauma will be reported to the proper authorities.

## Prevention:

Our staff will not do the following:

- Shake or jerk a child.
- Toss a child into the air, chair, or car seat.
- Push a child into a wall, door, or furniture.
- Any other action that could result in head trauma.

All staff receives training on abusive head trauma within the first two weeks of employment. Training included recognizing, responding to, and reporting child abuse, neglect or maltreatment as well as the brain development of four-year olds.

# CHILD CARE CLEANING SCHEDULE

Impact/Area	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Tables</b> before and after eating (wash and sanitize)					
<b>Carpets</b> (vacuum daily)					
<b>Floors</b> (vacuum, swept, and mopped daily)					
<b>Toys</b> (wash and sanitize)					
<b>Soft Toys</b>	X				
<b>Dress Up Clothes</b>	X				
<b>Dolls</b>		X			
<b>Dishes</b>		X			
<b>Cars, Legos, Blocks</b>			X		
<b>Manipulatives</b>				X	
<b>Music</b>				X	
<b>Science</b>					X
<b>Art</b>	X				
<b>Bathrooms</b> (sanitize and disinfect daily)					
<b>Cubbies/Cabinets</b> (sanitize weekly or as needed)					
<b>Trash Cans</b> (sanitize weekly or as needed)					
<b>Window Ledges</b> (wash weekly or as needed)					
<b>Windows</b> (monthly or as needed)					

# BEHAVIOR GUIDELINES/DISCIPLINE POLICY

Please review the following with your child(ren):

## Student Behavior Code of Conduct

- Children must behave toward others and their environment in a way that demonstrates the Y's four character values: Caring, Honesty, Respect and Responsibility.
- Children are expected to follow all directions issued by Y staff and volunteers.
- The use of cell phones and other electronic devices is not permitted. Communication between children and families will be available through the Childcare office if necessary.

## Y Bus Code of Conduct

- Riders must behave toward others and their environment in a way that demonstrates the Y's four character values: Caring, Honesty, Respect and Responsibility.
- Riders must obey the driver.
- The driver is responsible for the safety of the riders and may administer disciplinary action, including assigned seats, to maintain order and promote safety.
- Eating and drinking are not permitted on the bus.
- Riders must remain seated and wear seat belts at all times.
- Riders hands, arms, etc. may not extend outside the bus at any time.
- Riders must not tamper with the emergency door.

The Y expects children to demonstrate the four Y character values of **Caring, Honesty, Respect, and Responsibility**. From time to time, a child may need a reminder regarding expectations of appropriate behavior. Y staff do not use any forms of physical or corporal punishment (including spanking, slapping or other physical discipline). Should discipline problems occur that necessitate parent involvement, the Y will follow the steps below:

- First Offense- Written Discipline notice will be sent home with parent stating actions taken.
- Second Offense - Written Discipline notice will be sent home with parent stating actions taken.
- Third Offense - Parent conference and/or suspension.
- Fourth Offense - Parent conference and/or removal from program.

These steps are guidelines. The Childcare Staff may adjust consequences on an individual basis depending on the situation and the parent will be notified if this occurs. We want all of our children to enjoy their experiences at the Y and to be physically, emotionally, and mentally safe in our programs. Children who interfere with the mental, emotional, and physical safety of others may find this program is not a good fit, and may be asked to leave. If your child is removed from the program due to inappropriate behavior, a refund will not be issued.

# CHILDCARE ADMINISTRATIVE STAFF

Ivy Averette, Youth & Family Director                      252-972-9622 ext. 239  
Vanessa Gaston, Child Care Coordinator                      252-972-9622 ext. 241

**THANK YOU AND WELCOME TO THE Y!**

### 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. Indo or 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 childcare center must be at least 21 and have at least a North Carolina Early Childhood Administration Credential or its equivalent. Lead teachers in a childcare 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. Ratios and group sizes for licensure are shown below and must be posted in each classroom

Age	Teacher: Child Ratio	Max Group Size
0-12 months	1:5	10
12-24 months	1:6	12
2 to 3 <sup>o</sup> 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 Childcare 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 childcare 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](http://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 childcare home or childcare center when there has been a complaint. Childcare 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 childcare 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)

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Division of Child Development  
and Early Education

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

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

Revised June 2019

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 childcare. 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 childcare programs.

### Family Child Care Homes

A family childcare 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 childcare home operators must be 21 years old and have a high school education or its equivalent. Family childcare homes will be visited at least annually to make sure they are following the law and to receive technical assistance from childcare consultants. Licenses are issued to family childcare 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. Childcare 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 childcare consultants.

### Parental Rights

- Parents have the right to enter a family childcare 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

directory or talk with a childcare 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: [www1.ncchildcare.ncdhhs.gov](http://www1.ncchildcare.ncdhhs.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: [ncchildcare.ncdhhs.gov](http://ncchildcare.ncdhhs.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 childcare 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

Childcare 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 childcare 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.

### Training requirements

Center and family childcare 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 childcare home and center must ensure the health and safety of children by sanitizing areas and equipment used by children. For Centers and FCCs, 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 childcare 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 childcare homes.