



KIDDIE COLLEGE

Family Handbook

Hayes-Taylor Memorial YMCA Childcare

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Revised 1/23/26.

The Child Adult Food Care Program is an Equal Opportunity provider.

The Hayes-Taylor Memorial YMCA's Kiddie College Preschool Childcare is an Equal Opportunity provider.

HAYES-TAYLOR MEMORIAL YMCA CHILDCARE Kiddie College Preschool Childcare

Family Statement of Understanding

The following information is important to the safety and protection of your child(ren).

Please read the information, sign this form, and return it to the Childcare Director. Please keep and refer to your copy of the Family Handbook. Your signature below indicates that you have read and received it.

I understand that I am not to leave my child(ren) at the Hayes-Taylor Memorial YMCA's childcare center unless a staff member is there to receive and supervise my child(ren).

I understand that my child(ren) will not be permitted to leave the program with an unauthorized person. Any person authorized to pick up my child(ren) must provide identification and be listed on the application.

I understand that should a person arrive to pick up my child(ren) who appears to be under the influence of drugs or alcohol, for the child(ren)'s safety, staff may have no recourse but to contact the police.

I understand that the Hayes-Taylor Memorial YMCA and Kiddie College Preschool Childcare is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.

I have received a copy of the Family Handbook and a copy of the **Summary of the North Carolina Child Care Law for Child Care Centers** sheet. I have read and understand the statements above.

Child(ren) Name (Print)

Family Member's Name (Print)

Family Member's Signature

Date



Knowledge
BLOOMS Where
Seeds Are Planted

Dear Families,

Welcome to the Hayes-Taylor Memorial YMCA Kiddie College Preschool Childcare program!

We are delighted to partner with you in providing great beginnings for your child. Kiddie College Preschool Childcare provides developmentally appropriate early education experiences in a consistent, loving, warm, nurturing environment for children 12 months to 5 years of age.

This Family Handbook is designed to help our program run smoothly by clarifying family and center obligations for guiding day-to-day operations. Please take time to review this handbook's contents before your child begins our program, and please be sure to keep your handbook for referral throughout the year.

We welcome your questions and suggestions and hope you will share your talents, feedback, and service with our team. We look forward to getting to know you better and having a rewarding year of learning and growing together. If you have any concerns or complaints, please see the Childcare Director or Childcare Coordinator.

Thank you,

Kiddie College Preschool Childcare Team



PROGRAM INFORMATION

AGES

Kiddie College Preschool Childcare provides service for children ages 12 months to 5 years. This program is designed for youth who are already walking independently to ensure youth can confidently participate in program activities.

PROGRAM PHILOSOPHY

Our program philosophy is to develop the whole child through **SPIRIT, MIND** and **BODY**.

- **Spirit** - Introduce character development traits
- **Mind** - Learn through activity centers, computers and developmentally and culturally-appropriate curriculum
- **Body** - Develop fine and gross motor skills with time for daily organized and free play

We strive to provide a program of care consistent with the highest quality early childhood standards. Please be sure your child wears comfortable, suitable clothing each day and shoes with flat soles and closed toes. Sandals and shoes with heels or wedges are not permitted. Please also supply a clean, dry change of clothes in case of accidents or spills.

Small blankets from home are permitted during rest time, or one will be provided for your child along with a cot and sheet.

EDUCATION PHILOSOPHY

In order to meet the individual intellectual needs of children, we use the Creative Curriculum for infants and toddlers through our pre-Kindergarten classrooms. We use Creative Curriculum for children, which allows the teacher to work with children one on one. Lessons are taught in small and/or large group settings.

Children receive a variety of learning experiences to foster cognitive, social and emotional growth. Indoor and outdoor play introduces them to a great amount of language social interactions, and they are encouraged to express their feelings, develop self-confidence and learn autonomy along with the ability to get along with others.





DAYS OF OPERATION

Kiddie College Preschool Childcare will be open Monday to Friday from 7:30 a.m. to 6 p.m.

Please speak with the program director regarding program holidays.

Please Note: Full weekly fees are due for weeks that include holiday closures.

PROGRAM FEES*

Please see the Preschool webpage on the YMCA of Greensboro website for up to date program enrollment pricing.

All tuition fees are required to be paid through our automatic debit payment system.

PAYMENT SCHEDULE

Weekly Fees: Each Friday before the upcoming week.

Monthly Fees: The 1st of each month. Fees are late after the 5th of each month.

LATE PICK-UP FEES

Children must be picked up by or before 5:30pm. The fee assessed for late pick-up is \$10 for every 5 minutes, per child. Your fee will begin to accrue at 5:35pm. All late payments must be paid at the time of pick-up. If for any reason payment is not made, it must be made before the child returns to our childcare center.

Multiple late pick-ups are subject to be added to your childcare bill for the week/month and/or may be grounds for termination of care.

CANCELING ENROLLMENT

In order to discontinue service at Kiddie College Preschool Childcare, the family must notify the Childcare Director in writing two weeks before the child's last day, or the family will be responsible for two weeks of payment according to the child's last date of attendance.

Should the child leave our program and return at a later date, the non-refundable registration fee of \$50 must be paid again for enrollment and the Kiddie College Preschool Childcare application packet must be updated.

ILL CHILDREN POLICY

Any child who shows signs of illness should not be brought to Kiddie College Preschool Childcare. Signs include but are not limited to: fever, vomiting, diarrhea, rash, a new cold, deep cough or a sore throat.

Any child arriving to Kiddie College Preschool Childcare whose physical condition appears as such that they could endanger the health of other children will not be permitted to stay. If a child becomes ill during the day, they will be isolated until the family can be contacted to pick up the child.

Any child unable to be actively involved in daily activities or routines cannot remain at the center. **For the well-being of all children in our care, we're unable to admit little ones who are feeling sick. Our program is not licensed to care for ill children, and North Carolina child care laws prohibit us from doing so.**

Examples of why your child will not be permitted to attend or must leave Kiddie College Preschool Childcare after families are contacted:

- A fever of 101. Your child must be fever-free for 24 hours with no medication before returning to Kiddie College Preschool Childcare.
- Two (2) or more episodes of diarrhea within 2 hours. Your child can return to Kiddie College Preschool Childcare when there are no signs of diarrhea. (Excluded a minimum of 24 hours)
- Two (2) or more episodes of vomiting within 2 hours. Your child can return to Kiddie College Preschool Childcare when there are no signs of vomiting. (Excluded a minimum of 24 hours)
- Ringworm or a suspicious rash on the child's body. Your child can return to Kiddie College Preschool Childcare with a physician's note.
- Conjunctivitis (pink eye). Your child can return with a physician's note.

This list of examples of exclusion of care is in accordance with NC Child Care laws as explained on their website.

» Please ensure that your emergency contact information is up-to-date in case we are unable to reach you.

MEDICATION/OINTMENT/LOTION/POWDER

North Carolina Child Care licensing rules and regulations require that no drug, medication, ointment, lotion or powder be administered to any child without specific instruction from the child's family, physician or authorized healthcare professional. All prescribed medicine must be in its original container, bearing a printed pharmacist label, with the following information:

- Name of prescribed person
 - Name of Medicine
 - Dosage
- Dates (filled and expiration)
- Prescribing Physician
- Pharmacy information
- Medicine directions

All prescribed medication must be accompanied with written instructions, dated and signed, from a physician or authorized healthcare provider. (e.g. Give 2 puffs every 4 hours only as needed, etc.) Families must also complete and sign a medication permission form (listing the same information) for staff to receive the medication from the family and ensure we are following the six rights of medication: right child, right medication, right time(s), right dosage, right route and right documentation. Families must sign and date every day the medication is to be administered.

Should complications arise or the child becomes ill, contact will happen in this order: families, emergency contacts, physician and/or hospital.

SICKNESS

Families must notify the childcare center immediately when their child contracts a communicable disease such as chicken pox.

Children with impetigo, pink eye, ringworm etc., whose illnesses may be spread by direct contact, are not permitted to attend Kiddie College Preschool Childcare.

Exclusions from the childcare center will be passed to the Guilford County Department of Public Health and Department of Health and Human Services (DHHS).



DIAPERING

Kiddie College Preschool Childcare will not be providing disposable diapers, Pull-Ups, or baby wipes for any children. Your child's diaper and baby wipes will be labeled and placed in their designated and labeled cubby area.

If your child needs to have ointment, lotion or powder administered, you must give your signed permission.



INCLEMENT WEATHER POLICY

In the event of bad weather, e.g. snowing, flooding, etc., please call the Hayes-Taylor Memorial YMCA for information about our operational schedule or watch WFMY News 2 and Fox 8 for the childcare center's status.

Hayes-Taylor Memorial YMCA Phone: (336) 272-2131



Meal Service Times	
BREAKFAST	8:30AM-9:15AM
LUNCH	11:30AM-12:45PM
SNACK	3:00PM-4:15PM



SCREEN TIME

POLICY STATEMENT

We at Hayes-Taylor Memorial YMCA Kiddie College Preschool Childcare are committed to providing a stimulating environment that is **more enriching than screen time**.

Screen time includes any time watching television, using a computer or tablet, or playing games on a screen.

We set boundaries for television and other media use and avoid all screen time for children under 3 years of age.

AVAILABILITY

- We store televisions outside of the classrooms and ensure they are not regularly available to children
- We provide youth 3 years of age or older 30 min of screen time per day and no more than 2.5 hours per week.
- We never provide screen time to children under 2 years of age

TEACHER PRACTICES

Teachers at Kiddie College Preschool Childcare will:

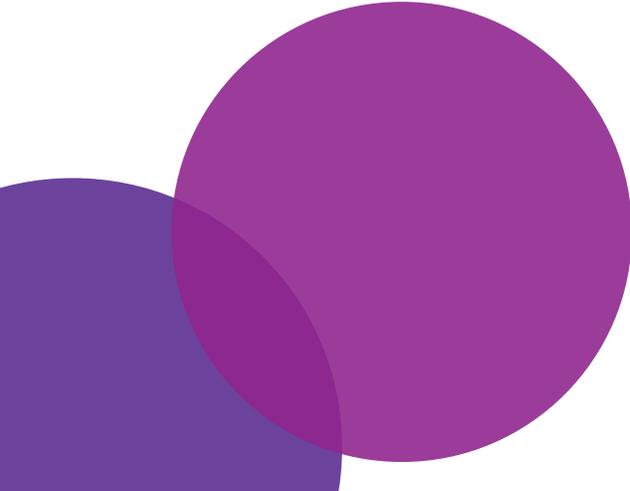
- Rarely or ever use screen time as a reward
- Always talk with children about what they are seeing and learning
- Actively supervise children during screen time
- Provide alternate activities any time screen time is offered

SCREEN TIME PROGRAMMING

- We will ensure all programming is educational
- We will always talk with children about what they are seeing and learning
- We will not offer screen time after 5pm Monday through Thursday

SCREEN TIME EDUCATION

- We will offer screen time education at least twice per year for staff and families



BEHAVIOR MANAGEMENT

The staff at Hayes-Taylor Memorial YMCA Kiddie College Preschool Childcare believe that children need guidance and understanding to support every child with positive guidance by setting rules that encourage them to engage in appropriate behavior at our childcare center.

CLASSROOM RULES

1. Use safe hands and feet.
2. Use an inside voice.
3. Clean up toys/materials when finished
4. Tell a teacher if something feels wrong or unsafe
5. Have fun!



GUIDANCE AND POSITIVE BEHAVIOR SUPPORT

At our school, we believe children learn best in a caring, supportive, and structured environment. We use praise, encouragement, and positive reinforcement to help children develop confidence, self-control, and problem-solving skills. When children experience patience and understanding guidance from adults, they build strong self-esteem and learn how to make positive choices.

When a child needs extra support, we use a gentle “Time In” approach. This means the child is guided to a quiet or alternative activity away from the group for a short time to calm their body and reset, with the support of a teacher. Once ready, the child is welcomed back into group play.

Our approach is guided by the Five Principles of Restorative Practices: building positive relationships, showing respect, taking responsibility, repairing mistakes, and reintegrating back into the group. We focus on what children can do and help them learn from everyday experiences.

Positive reinforcement at our school includes kind words, verbal encouragement, praise, and meaningful activities that support each child’s sense of self-worth and belonging.

ZERO-TOLERANCE DISCIPLINARY PROCESS

ZERO-TOLERANCE ACTIONS

- Biting
- Fighting
- Scratching
- Spitting
- Inappropriate language or gestures
- Harming self or others

For zero-tolerance actions, the child will be written up on a discipline form and the family will be notified with a disciplinary report outlining the incident.

Staff will request a conference with families to discuss the child’s behavioral concerns and to collaborate on solution strategies.



RELEASING A CHILD FROM KIDDIE COLLEGE

Kiddie College Preschool Childcare will only release a child to the following person(s):

1. The child's family.
2. The child's custodial parent (when applicable).
3. The emergency contact person(s).
4. Any other guardian the family has authorized (in writing).

Please note that all persons must be older than 18 years of age.

Anyone who arrives at Kiddie College Preschool Childcare with a written note from the family and persons on the emergency contact form must provide a photo form of identification as proof.

- A child may only be withheld from release to a family member if the Childcare Director/Coordinator has **legal court documentation** indicating that the individual is not authorized to pick up the child.
- Kiddie College Preschool Childcare reserves the right to keep a child at the childcare center if we are not completely certain about any person who has come to pick up the child. Families will be contacted immediately if this occurs.
- We promote safety for our children and **WILL NOT** release a child should a family member appear intoxicated or exhibit suspicious behavior.

CHILD ABUSE AND NEGLECT

According to North Carolina Child Care licensing law, childcare center staff is required to report suspected cases of child abuse and neglect.

If an incident occurs where there is a suspected case, the staff member will report the incident to the Childcare Coordinator and/or Program Director and immediately notify the Department of Social Services (DSS). All information will be documented.

CELEBRATIONS & FUNDRAISERS

- We offer healthy foods and non-food treats at celebrations and holidays

NUTRITION EDUCATION

- We offer nutrition education at least twice per year for staff and families
- We ensure planned and information nutrition education is used in our curriculum once per week or more

MEAL TIME



DAILY MEALS

If your child has a food allergy or special diet, please submit a physician's note for our files. This will enable us to communicate any special dietary needs to our meal caterers.

Menus are posted in the childcare center and copies can be made upon request.

CELEBRATION NUTRITION

Families are permitted to have celebrations at the childcare center, but we highly encourage that food items meet good nutritional health requirements. Some items will be permitted, since this is considered an occasional celebration, but will not be allowed in excess. **Please note that by NC law, only store and commercially-bought foods are permitted.** Families must fill out a celebration form and return it to the Childcare Director 3 days before the celebration.



OUTDOOR PLAY & LEARNING

POLICY STATEMENT

At Kiddie College, we believe that fresh air, movement, and play are an important part of every child's day. We provide safe and healthy indoor and outdoor environments where children can learn, explore, and have fun. Children are given daily opportunities to play outside for 60 minutes a day or more, build strong bodies, and develop important social and motor skills. Through outdoor play and hands-on experiences, we nurture curiosity, confidence, and a lifelong love of learning and being active.

Kiddie College Preschool Childcare strives to do the following:

WEATHER SAFETY

- We ensure adequate total playtime (as specified above) on inclement weather days. Inclement weather includes very high and very low temperatures, hazardous air quality, thunderstorms, and any other factors that make the outdoors unsafe for children
- Families are responsible for ensuring that their children bring appropriate shoes and clothing to allow for outdoor play in all seasons
- We ensure sun safety for all children during playtime, including using hats, sunscreen, etc.

OUTDOOR LEARNING ENVIRONMENT

- Provide 8 or more outdoor play areas, such as music, sandbox, blocks, dramatic play area, etc.
- Provide portable play equipment to all children
- Ensure there is adequate shade for children
- Offer a pathway that is curved, looped, connected and at least 5 feet wide
- Provide an open space large enough for all children to run and play safely
- We will provide outdoor, messy, fun play, so please dress your child accordingly!

OUTDOOR LEARNING ENVIRONMENT

- We will provide professional development for staff members at least twice per year

PHYSICAL ACTIVITY

Physical activity is also a part of healthy living that we promote in Early Childhood Education. Children are given many opportunities throughout the day for physical gross motor and large muscle development activities.

North Carolina State Laws require children to have outdoor play each day, weather permitting as noted under Weather Safety. When weather prevents outdoor play, children will participate in gross motor and large muscle development activities in our indoor environment.



CHILDCARE AQUATIC POLICY

AQUATIC POLICY FOR CHILDREN 3 TO 5 YEARS

Water Play at the pool is considered a field trip. All families must sign an Aquatic Policy form for their child to participate in the childcare water program. Our Water Play program is free and children must show appropriate behavior in the classroom to participate.

Flip flops or swim shoes are permitted only for the purpose of travel to and from the pool.

Water Play takes place in our YMCA pool. Days and times are subject to pool availability. There will always be a lifeguard on duty when children are at the pool.

(Childcare Rule: 10A NCAN09.1403)

STAFF TO CHILD RATIO FOR AQUATIC ACTIVITIES

Ages 3-4: Ratio 1:8 | **Ages 4-5:** Ratio 1:10

1 to 2 staff members will be present in the pool with the children at all times, and 1 to 2 staff members will be present in the Water Play zone.

AQUATIC POLICY FOR CHILDREN UNDER THE AGE OF 3 YEARS

In accordance with the childcare rules stating that Water Play is considered a field trip, children under the age of 3 will not be able to participate in Water Play at the pool. During summer months, children under the age of 3 years will participate in water and splash day activities.



TRANSPORTATION & FIELD TRIPS

POLICY STATEMENT

Please note that Hayes-Taylor Memorial YMCA Childcare does not provide transportation to or from the childcare center. However, our program takes the children in Kiddie College Preschool Childcare on a variety of field trips, and this requires the family's permission. Families will be notified in writing of any planned field trips, and must complete, sign, and date our Transportation Permission Form (Field Trip) at the time of enrollment and before each field trip.

Failure to complete the form will mean that their child is not permitted to attend field trip activities. We use buses that have built-in safety seats with three-point harness straps for children 3-5 years old.

ALL CHILDREN MUST OBEY THE FOLLOWING TRANSPORTATION RULES

- Children must leave the side of the vehicle on the curb side of the road at all times
- When preparing to enter or exit the vehicle, children are to line up in an orderly fashion to be accounted for.

Please ensure that your child understands these safety rules!

LIST OF PROCEDURES FOLLOWED WHEN TRANSPORTING CHILDREN

- We must have a signed permission slip for transportation
- One or more staff members will carry emergency medical consent forms and emergency contact information for each child
- Staff members will take attendance of all children being transported and will check frequently to account for the presence of all children using an attendance on/off sheet
- Staff members will have a first aid kit available, and staff members trained in CPR and first aid will be present
- All proper loading and unloading procedures will be followed

Drivers will be 18 years old or older, with a clean driving record.

ADDITIONAL INFORMATION



KIDDIE COLLEGE PRESCHOOL CHILDCARE FAMILY ADVISORY GROUP

Our Family Advisory Group works with our staff to provide families and volunteers opportunities, workshops, fundraisers, and classroom support on a needed basis.

This group is organized for the purpose of enhancing the services offered by our childcare center. All families of enrolled children are automatically a part of this group. Family meetings are held quarterly throughout the school year.

FAMILY VOLUNTEER PARTICIPATION

All families who wish to volunteer must complete a volunteer application through Volunteer Matters and once complete are welcome to volunteer with our childcare center after they have met the necessary requirements. We encourage families to volunteer with our program and sign the visitor log. We also encourage families to bring their child to our childcare center before their first day to meet their teacher and other staff members!

Open Door Policy: Families are welcome to visit and see how their child is doing at any time. Families and any visitors must sign the visitor log.

PROGRAM OPERATIONS

The Kiddie College Preschool Childcare Program is offered year-round.

KIDDIE COLLEGE PRESCHOOL CHILDCARE MOVING UP CELEBRATION

CELEBRATION INFORMATION

Kindergarten is an important transition in the lives of children and families, and Kiddie College Preschool Childcare enjoys celebrating these milestones with your child.

Children who remain in Kiddie College Preschool Childcare until it's time to attend kindergarten will participate in our graduation celebration. As this time approaches, we will hold meetings between families, teachers, and the Childcare Director to plan this event.

We encourage families to continue their child's experience with the Hayes-Taylor Memorial YMCA by enrolling their child in our afterschool program, which provides care for children during and after kindergarten.



DAILY SCHEDULE

Ages 1 and 2

7-8:30 a.m.	Good morning, greetings, hand washing, exploration/free choice activities
8:30 a.m.	Transition - Clean up, children depart into other classrooms
8:30-9:15 a.m.	Breakfast, free play, good morning activities (songs, health check, toileting)
9:15-9:45 a.m.	Art/reading time/free play
9:45-10 a.m.	Free choice activities
10-10:30 a.m.	Music/movement activities/free play
10:30-10:45 a.m.	Transition - Clean up and go outside
10:45-11:15 a.m.	Outside play
11:15 a.m.-12 p.m.	Transition - Coming from outside, hand washing and Lunch
12-2:30 p.m.	Songs, diapering, hand washing and Quiet Time with soft music
2:30-3 p.m.	Songs, diapering, hand washing and prepare for Afternoon Snack, free play
3-3:30 p.m.	Afternoon Snack
4-4:45 p.m.	Exploration/Free choice activities
4:45-5 p.m.	Outdoor free play
5-5:30 p.m.	Story time/free play/free choice/fine motor activities
5:30 p.m.	Dismissal

Teachers and student teachers may introduce planned indoor or outdoor activities. Diaper changing and toileting is an ongoing process and is done as needed throughout the day. Checks will be done every hour, and diapering checks and changes will be recorded daily on your child's Bear Shine sheet.

*This schedule is flexible and used as a guideline for the day's activities. Our primary goal is to meet the individual needs of the children.

DAILY SCHEDULE

Ages 2.5 and 3

7-7:30 a.m.	Good morning, greetings, hand washing. Exploration - Free Choice Center (children choose the area they will work in such as dramatic play, math/numbers, science/nature, blocks, art, fine motor skills, books/pictures, space for privacy, cozy/comfort for relaxation)
7:30-7:45 a.m.	Transition - Clean up, children depart into other classrooms
7:45-8:15 a.m.	Good morning activities (songs and health check)
8:15-8:30 a.m.	Wash hands and prepare for Breakfast
8:30-9:15 a.m.	Breakfast
9:15-10 a.m.	Circle time/music activities
10-10:45 a.m.	Exploration - Free Choice Center (children choose the area they will work in such as dramatic play, math/numbers, science/nature, blocks, art, fine motor skills, books/pictures, space for privacy, cozy/comfort for relaxation)
10:45-11 a.m.	Transition - Clean up, bathroom break and prepare to go outside
11-11:45 a.m.	Outside Play
11:45 a.m.-12 p.m.	Transition - Coming from outside, hand washing, and toileting for Lunch
12-12:45 p.m.	Lunch
12:45-1 p.m.	Transition - Clean up and reading activities
1-1:15 p.m.	Prepare for Quiet Time and toileting
1:15-3:15 p.m.	Quiet Time with soft music
3:15-3:30 p.m.	Transition - Wake up, toileting and prepare for Afternoon Snack
3:30-4 p.m.	Afternoon Snack
4-4:30 p.m.	Story time
4:30-5:15 p.m.	Exploration - Free Choice Center (children choose the area they will work in such as dramatic play, math/numbers, science/nature, blocks, art, fine motor skills, books/pictures, space for privacy, cozy/comfort for relaxation)
5:15-5:30 p.m.	Transition - Clean up and hand washing
5:30 p.m.	Dismissal

Teachers and student teachers may introduce planned indoor or outdoor activities.

*This schedule is flexible and used as a guideline for the day's activities. Our primary goal is to meet the individual needs of the children.

DAILY SCHEDULE

Ages 4 and 5

6:30–7:30 a.m.	Good morning, greetings, hand washing. Exploration – Free Choice Center (children choose the area they will work in such as dramatic play, math/numbers, science/nature, blocks, art, fine motor skills, books/pictures, space for privacy, cozy/comfort for relaxation)
7:30–7:45 a.m.	Transition – Clean up, children depart into other classrooms
7:45–8:15 a.m.	Good morning activities (songs and health check)
8:15–8:30 a.m.	Wash hands and prepare for Breakfast
8:30–9:15 a.m.	Breakfast/free play/good morning activities (songs, health check, toileting)
9:15–9:30 a.m.	Transition – Clean up, hand washing, circle time, singing activities
9:30–10:45 a.m.	Art activities, Exploration – Free Choice Center (children choose the area they will work in such as dramatic play, math/numbers, science/nature, blocks, art, fine motor skills, books/pictures, space for privacy, cozy/comfort for relaxation), individual activities/music/movement activities
10:45–11 a.m.	Transition – Clean up, toileting, and prepare to go outside
11–11:50 a.m.	Outside play, gross motor activities
11:50 a.m.–12 p.m.	Transition – Coming in from outside, hand washing, toileting, prepare for Lunch
12–12:45 p.m.	Lunch
12:45–1 p.m.	Story time, toileting, hand washing
1–3 p.m.	Quiet Time with soft music
3–3:15 p.m.	Transition – Toileting, hand washing, and prepare for Afternoon Snack, Free Choice Center
3:15–4 p.m.	Afternoon Snack
4–4:15 p.m.	Transition – Clean up, hand washing
5–5:30 p.m.	Transition – Toileting, hand washing, Exploration – Free Choice Center
5:30 p.m.	Dismissal

Teachers and student teachers may introduce planned indoor or outdoor activities.

*This schedule is flexible and used as a guideline for the day's activities. Our primary goal is to meet the individual needs of the children.

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

What is Child Care?

The law defines child care as:

- three or more unrelated 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.

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

Child Care Centers

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

Two through Five Star Rated Licensing

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

Child Abuse, Neglect, or Maltreatment

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

Parental Rights

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

How to Report a Problem

North Carolina law requires staff from the Division of Child Development and Early Education to investigate a child care center when there has been a complaint. Child care providers who violate the law or rules may be fined, issued an administrative action, and may have their licenses suspended or revoked. Administrative actions must be posted in the facility. If you believe that a child care provider fails to meet the child care requirements, or if you have questions, please call the Division of Child Development and Early Education at 919 814-6300 or 1800-859-0829.

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

Education and Training

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

Criminal Background Checks

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

Reviewing Facility Information

From the Division's Child Care Facility Search Site, the facility and visit documentation can be viewed <http://ncchildcaresearch.dhhs.state.nc.us/search.asp?lang=English> A public file is maintained in the Division's main office in Raleigh for every licensed center. These files can be viewed during business hours (8am-5 pm) by contacting the Division at 919-814-6300 or 1-800-859-0829 or requested via the Division's web site at www.ncchildcare.ncdhhs.gov.

Staff/Child Ratios

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

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

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

Space and Equipment

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

Record Requirement

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

Curriculum and Activities

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

Health and Safety

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

Transportation

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

Discipline and Behavior Management

Each program must have a written policy on discipline, must discuss it with parents, and must give parents a copy when the child is enrolled. Changes in discipline policy must be shared with parents in writing before going into effect. Corporal punishment (spanking, slapping, or other physical discipline) is prohibited in all centers. Religious-sponsored programs which 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.

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

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



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

Division of Child Development and Early Education
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Child Care Commission
<https://ncchildcare.ncdhhs.gov/Home/Child-Care-Commission>

Revised September 2023



KIDDIE COLLEGE

Family Handbook

Hayes-Taylor Memorial YMCA Childcare