

KING'S TOWN

Child Development Center

Operational Policy

Handbook

Effective February 1, 2026

Preschool Executive Director

Mrs. Tana Frye

Calvary Raleigh Church, 7900 Ten Ten Road, Raleigh, NC 27603

King's Town Child Development Center

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Welcome to the King’s Town family! We are excited to begin this journey with you and your family. We encourage you to keep an open dialogue with us, so we can better serve you and your child. Below you will find our policies and procedures. If you have any questions, please do not hesitate to contact us.

Center Schedule [10A NCAC 09.0514 (1,2)]

In an effort to minister to the families in our community, King’s Town Child Development Center (CDC) offers a full-time program, Monday through Friday, 7:00 a.m. to 5:00 p.m. for infants through children 5 years old.

License Status

Our program meets all state licensing requirements for a church-administered program. We obtained our Notice of Compliance from the State of North Carolina in June of 2011.

Registration Information [10A NCAC 09.0514 (3); 10A NCAC 09.0515 b (1)]

Registration takes place in late January of each year for the upcoming year round session. If you are interested in registering a child outside the standard registration period, please contact the Director of Enrollment. Parents interested in enrollment can request information about availability and schedule a tour of the facility.

To secure a space, King’s Town must receive a completed registration application and a **NON-REFUNDABLE** registration fee at the time of registration. Children will not be allowed to start the program until all required paperwork is turned in to the Director of Enrollment. [10A NCAC 09.0514 (3)]

King’s Town reserves the right to discontinue offering care to children or families whose conduct we find detrimental to the operation of our program.

When King’s Town agrees to hold an open space, we give up the ability to fill that space with another child. For this reason, a non-refundable “hold fee” equal to the selected scheduled tuition is required beginning the day the space is available and is due for each month the open space is to be held.

Enrollment [10A NCAC 09.0514 (3); 10A NCAC 09.0515 b (1)]

Preschool Program

We accept children beginning at six weeks of age through the K4 Readiness class. King’s Town follows the Wake County Public School System birthdate cut-off of August 31st when we build our classes for each session.

Please be aware we do not promote any children throughout the year. We promote the entire program at the end of May each year.

All students are enrolled Monday – Friday. Parents must select their child’s drop off and pick up times during Registration.

School Age Program

The monthly school age program may be available in June and July for rising Kindergartners through rising 3rd grade students, when classroom space permits. Extensive planning and preparation are put into summer with the goal of engaging, educating and entertaining students on break.

King’s Town School Age program follows all King’s Town Preschool policies.

Required School Forms

Before a child will be allowed to attend our program, ALL forms must be completed and on file. The required forms are due 2 weeks before your child starts at King’s Town.

CHILDREN WITH INCOMPLETE FORMS WILL NOT BE ALLOWED TO BEGIN ATTENDANCE. [10A NCAC 09.0514 (3), 10A NCAC 09.0801]

- Registration Form (online)
- Child’s Medical Report (new students only)
- Immunization History (all students)
- Tuition Express Enrollment Form (new students or account changes only)
- Medical Action Plan, **REQUIRED** for allergies or chronic conditions

School Calendar

A school calendar is on the King’s Town website and is available upon request.

Tuition Information

Parents receive a \$25.00 per month discount for each additional child. No tuition allowances will be made for illness, voluntary absences, holidays, pandemics, or school closings due to inclement weather, or acts of God.

Payments must be made by credit card (2.5% processing fee per transaction) or an ACH debt (\$0.75 processing fee per transaction) through our electronic payment system, *Tuition Express*. Forms are available at the Front Desk and on the King’s Town website.

If the monthly tuition is rejected or declined for any reason, your child(ren) CANNOT attend until updated *Tuition Express* information is provided. Multiple rejected or declined payments may result in your child being withdrawn from the program.

Tuition rates are available on the King’s Town website and upon parent request. [10A NCAC 09.0514 (4)]

Absences, Tardiness, and Drop-off & Pick-up Times

Please be sure to arrange your schedule so that your child is on time. Children who arrive late may miss out on activities and disrupt the class. The latest drop-off time is no later than 9:30 a.m. unless your child has a doctor's/dentist appointment.

King's Town does not allow early drop off or late pick-up. Drop-in days are not available.

Absences

Parents should contact their child's teacher through the teacher-communication app if their child will be out for sickness or vacation.

Charges for Early Drop Off before Scheduled Time

Children must NOT be dropped off **before** the scheduled drop off time. Drop off time begins no more than 10 minutes before your child's scheduled time. Your child's teacher will not accept your child into the classroom until his or her scheduled time. A \$5.00 fee will be charged for every 10 minutes or any part of 10 minutes that you are early (example: 8:40 a.m.-8:50 a.m. is considered the first 10 minutes with a charge of \$5.00) You will receive this charge on your next month's bill. Please note we charge per *child*, not per family. Excessive early drop offs will result in a change to your child's regular schedule and tuition.

Charges for Late Pick-up after Scheduled Time

Children must be picked up **by or before** the scheduled pick-up time. Traffic will not excuse a late pick-up fee. A \$5.00 fee will be charged for every 10 minutes or any part of 10 minutes that you are late (example: 1:01 p.m.-1:10 p.m. is considered the first 10 minutes with a charge of \$5.00) You will receive this charge on your next month's bill. Please note we charge per *child*, not per family. Excessive late pick ups will result in a change to your child's regular schedule and tuition.

Charges for Late Pick-up after 5:00 p.m.

King's Town is open from 7:00 a.m. to 5:00 p.m. At 5:00 p.m. the keypad will be disabled. Children must be picked up **by or before** the scheduled pick-up time. Traffic will not excuse a late pick-up fee. A **\$50** fee will be charged for all late pick-ups. You will receive this charge on your next month's bill. Please note we charge per *child*, not per family.

Schedule Change Policy

King's Town Child Development Center has the following policies pertaining to schedule changes after registration.

Upon submission of the Preschool registration form, your child will be included as an enrolled student for the selected session. King's Town will use the information provided in your registration to schedule, plan, and confirm all staffing, resources, and activities. It is imperative for parents to adhere to the schedule selected during the registration process.

King's Town staffing is based upon the schedules selected for children during our January enrollment. Once your child is registered for a certain schedule, we cannot guarantee that

any schedule change request will be accommodated. King's Town will only accept a limited number of schedule changes per child, per session.

No schedule changes will be processed during the first 30 days of a new session.

Notice of Withdrawal

King's Town Child Development Center will enforce a 30-day WRITTEN Notice of Withdrawal policy for currently enrolled students. Parents and Guardians will be responsible for tuition charges in accordance with the original registration form until the completion of the 30-day period. *(Unless the 30 day period includes a session change. In that instance, the student's last day of care will be the last day of the current session. The student will not continue in care for the new session.)*

A \$50 withdrawal fee will be applied to your account once your notice of withdrawal is received. If a child is withdrawn from any session, he or she will automatically be withdrawn from all future sessions for which he or she has been registered.

Example: Johnny Doe is enrolled at King's Town in the 4-year-old class, Monday through Friday, from 9:00 a.m. to 5:00 p.m. Mrs. Doe submits a written notice of withdrawal on February 10 stating that Johnny will no longer attend after March 1. However, Mrs. Doe is still responsible for all regular tuition charges until the end of the 30-day period, which in this example is March 10.

Notice of Schedule Change

King's Town Child Development Center will enforce a 30-day WRITTEN Notice of Schedule Change policy for new and currently enrolled students. Parents and Guardians will be responsible for tuition charges in accordance with the original registration form until the completion of the 30-day period.

Once your child is registered for a certain schedule, we cannot guarantee that any schedule change request will be accommodated.

Example: Johnny Doe is enrolled at King's Town in the 4-year-old class, Monday through Friday, from 9:00 a.m. to 5:00 p.m. Mrs. Doe submits a written notice of schedule change indicating that as of March 1, Johnny will only be attending Monday through Friday from 9:00 a.m. to 3:00 p.m. However, Mrs. Doe is still responsible for all regular tuition charges until the end of the 30-day period, which in this example is March 10. After March 10, King's Town will begin charging Mrs. Doe's tuition based on Johnny's new schedule.

Additional Information

ALL Notices of Withdrawal and Notices of Schedule Change communications must be submitted to King's Town as a WRITTEN notice only to the Director of Enrollment. We cannot accept text messages, voicemails, or verbal communication. Email notification or a hand-written statement is required.

King's Town reserves the right to discontinue offering care to children or families whose conduct we find detrimental to the operation of our program.

Education

Center Curriculum [10A NCAC 09.0514 (a5)]

King's Town uses the Abeka Curriculum from our two-year-old classes through our K4 Readiness class. We also use the LetterLand curriculum (which is used in Wake County Public Schools) in our 3- and 4-year-old classes. We strive to develop children spiritually, emotionally, socially, physically, and mentally.

During the summer months (June and July), school curriculum is replaced with review lessons, crafts, and structured activities for each summer theme week.

Project Enlightenment

King's Town works closely with *Project Enlightenment*. Project Enlightenment is an early childhood education and prevention program of the Wake County Public School System (WCPSS) for young children, 3 years through kindergarten. If you have any questions or are interested in learning more about Project Enlightenment for your child, please visit <https://www.wcpss.net/projectenlightenment>.

King's Town Staff

As Christian staff, we take our responsibility seriously. When hiring staff, both formal education and classroom teaching experience are considered. Many staff members at King's Town have four-year degrees.

Special Care

Infants and Toddlers

Infants and Toddlers should come to King's Town with everything needed for the day—baby food, bottles, pacifiers, change of clothes, diaper cream, and diapers. **No glass** bottles or containers are permitted. **Please be sure to label all items (including food and bottles) with your child's name and date.**

King's Town will store diapers and a change of clothes for our Infants, Toddlers, Ones and Twos. We ask that our Threes and Fours have seasonally appropriate changes of clothes in their bag.

Each Infant and Waddler will receive a daily update, by paper or teacher communication app. If you have any questions or concerns about the report, please feel free to contact the teacher directly and/or schedule a conference. **We ask that parents do not use drop off and pick up times to talk at length with teachers.**

Medical Conditions

If your child has a medical condition that requires staff education and care, please notify a director immediately. We take the care of any medical condition very seriously and will meet with families to discuss proper plans of care, as needed. All children with medical conditions that may require emergency care (epilepsy, allergies, etc.) MUST have an action plan completed and on file BEFORE beginning care. Religious-sponsored childcare centers are exempt from Title III of the ADA.

Allergies

If your child has allergies, please notify a staff member immediately. We have allergy lists posted throughout our building and in each classroom. These lists are updated regularly, as needed. If your child has a severe allergy that requires an Epi-Pen or Benadryl, we require you and your child's doctor to fill out an allergy action plan which is kept in the child's classroom. If you have any questions about allergy medication, or how to implement an allergy plan of care, please see the Director of Enrollment & Licensing.

Therapy Services

Many King's Town families utilize the services of Occupational (OT), Speech (ST), and Physical (PT) therapists. If your child will be receiving therapy while in our care, please provide the therapist's name, contact information, and anticipated schedule with the Director of Enrollment. Students receiving therapy services are also required to have a *Consent for Therapy Services* form in his or her student file. This form will be provided by the Director of Enrollment.

Nutrition [10A NCAC 09.0514(11)]

Children enrolled in care at King's Town must bring their lunch to school each day. According to the NC Child Care statute 10A NCAC 9.0901 *General Nutrition Requirements*, when children bring their own food for meals or snacks to the center, if the food does not meet the nutritional requirements specified in Paragraph (a) of this Rule, the center must provide additional food necessary to meet those requirements. A child's parent may opt out of the supplemental food provided by the center as set forth in G.S. 110-91(2) h.1. When a child's parent opts out of the supplemental food provided by the center, the parent shall sign a statement acknowledging the parental decision, which shall be kept in the child's file at the center and a copy provided to the parent.

Paragraph A of the General Nutrition Requirements states that meals and snacks served to children in a child care center shall comply with the Meal Patterns for Children in Child Care Programs from the United States Department of Agriculture (USDA) which are based on the recommended nutrient intake judged by the National Research Council to be adequate for maintaining good nutrition. The types of food, number and size of servings shall be appropriate for the ages and developmental levels of the children in care. The Meal Patterns for Children in Child Care Programs are incorporated by reference and include subsequent amendments. A copy of the Meal Patterns for Children in Child Care Programs is available online at <https://www.fns.usda.gov/cacfp/meals-and-snacks>.

King's Town CDC is required by the DCDEE to offer all children over 1 year old milk at lunch.

- o King's Town will provide milk to all students.
- o If you do not want your child to have milk, please see the Director of Enrollment.

Snacks ^[10A NCAC 09.0514 (a5)]

A morning and afternoon snack are provided for your Preschool child each day. A menu of snacks will be posted in the lobby.

School age students should bring their own snacks each day.

Potty Training

We ask that your **two-year-old** be almost fully potty trained (staying dry all night long, tells you when he or she needs to go potty, and is accident free all day at home) before you request that we assist in your child's potty-training efforts. Please let your child's teacher know when he or she has reached these milestones, and we will be happy to assist in the potty-training adventure.

All enrolled children must be potty trained by his or her 3rd birthdate. Any child not potty trained by that time will be asked to take a leave of absence until he or she is fully potty trained. Full tuition must be paid to hold a child's space during the leave of absence. No tuition breaks or allowances will be made for the leave of absence.

Rest Time

For rest time, children can bring one blanket. King's Town will provide cots or cribs, and sheets. Each cot will be assigned to a single student, and sheets will be washed weekly. Infants will rest in cribs with sheets washed daily. Sleep sacks are also provided by King's Town.

School age students will have quiet time each day.

Outside Time

Children will play outside every day, with the exception of inclement weather days. We are regulated by the Division of Child Development that children play outside every day, if OK with weather watch. Please keep in mind, in extreme conditions (hot or cold), we will stay out for an abbreviated time. It is very important that children are appropriately dressed for the weather conditions each day.

We require a doctor's note if your child is not allowed to go outdoors due to health issues.

We are blessed with a large indoor gym space. Our children use this space frequently for large gross motor activities.

Chapel

King's Town provides Chapel for 2-year olds through K4 Readiness on Wednesdays at 9:30 a.m. In Chapel, children will sing songs, listen to stories, and learn a Bible lesson.

Special Occasions

While school is not the place to throw a birthday party for your child, we will celebrate birthdays during our morning snack time or after lunch, if a parent wishes. Parents should discuss their intention to celebrate a birthday with the child's teacher one week in advance and are welcome to provide a special treat. **All food items must be store bought and the ingredient label must be posted outside the classroom door no later than one day prior to being served. This is for the benefit of those children with allergies.**

Party invitations will not be distributed to children unless all class members are invited to attend.

Car Seats

Due to the Fire Code, car seats CANNOT be left at the preschool.

What to Bring to School [10A NCAC 09.0514 (a5, 6)]

Preschool

- A complete change of clothes for the current season, including socks and underwear, in a labeled Ziploc bag.
- All children, 1 year or older, must wear hard-soled shoes while in care.
- Children who are not potty trained should have plenty of diapers or pull-ups (**NO CLOTH DIAPERS**) and any diaper ointment needed.
- Infants and Toddlers need to bring baby food, bottles prepared at home, pacifiers, and teethers. Infant items should be in a small diaper bag only. No large bags, please.
- A lunch (***King's Town provides milk to all preschool students***) that
 - has been prepared so children can feed themselves (**include utensils if needed**);
 - is NOT in a glass container;
 - does not need to be warmed in the microwave (with the exception Infants, Waddlers, and Ones [one-year old's food will be warmed up until Christmas

break]);

- if you send items that need to be refrigerated, please date those items and label them with your child's name. Place all labeled and dated cold items in the lunch bin located in your child's classroom. These bins will be taken to the refrigerator once all children have arrived for the day;
- is nutritionally balanced. (see Nutrition information on page 8)
- No Toys
 - Exception: If your child is assigned a day to bring in his/her favorite book for reading group or show and tell (no toy weapons allowed).

School Age (*when available*)

Below is a list of items your child should bring to School Age Program.

- A small bag
- A complete change of seasonally appropriate clothing, including socks and underwear in a labelled Ziploc bag. Keep these in his or her bag.
- Lunch Guidelines
 - Lunch box with ice pack. Label them with your child's name.
 - Students are not able to warm any food items.
- Sneakers or Tennis shoes are recommended as children will spend time on the playground or in the gym.
- Books to read (labeled with name).
- Electronic devices can only be used for games, or in case of emergency. Children are not permitted to use electronics for texting, calling, or other social media. Electronic games must be labeled with child's names.
 - **Students are not permitted to:**
 - access or play any games with a rating of E10+ or higher. Students should only play games with a rating of EC (Early Childhood) or E (Everyone).
 - access any type of social media, including *Facebook, SnapChat, Instagram, Twitter*, etc.
 - take pictures or videos while in the School Age program.
 - access YouTube. *YouTube Kids* is allowed, if parents choose to make it accessible on the electronic device.
- No toy weapons, swords, or pocketknives be brought to school.

BE SURE TO LABEL EVERYTHING!! WE CANNOT BE RESPONSIBLE FOR UNLABELED ITEMS!

Security

Security is a high priority for King's Town Child Development Center and Calvary Raleigh Church. As caretakers of your children, we promise to keep security a high priority and to monitor anyone who comes into our building. To assist us in maintaining our security, please be aware of the following security measures, all of which are in place for the maximum safety of our children. Security cameras will be placed on the playgrounds for monitoring purposes only. Monitoring video will be closed circuit and not accessible by online features.

Authorized Pick-Up

Only individuals listed on a child's Authorized Pick-Up list will be allowed to pick up a child in our care. Authorized pickup individuals must be 18 years or older. If the King's Town staff does not recognize the person picking your child up, a staff member will ask for a photo ID to compare to the names on the Authorized Pick-Up list. We will not release your child to anyone that is not identified on your child's Authorized Pick-Up list. Individuals can be added or removed from the Authorized Pick-Up list in writing at the Front Desk. We will **NOT** add or remove an individual from an Authorized Pick-Up list without in-person, **written** permission from the parent.

Door Codes and Visitors

The main entrance at King's Town includes a set of security doors that requires each family to have their own code. The keypad is located on the brick to the right of the doors. In an effort to maintain security, new door codes may be issued to all families every 2 to 3 years.

Please do not give your security code out! Parents and other caregivers that drop off and pick up are the only ones with whom you should share your code. If you need a second code due to custody issues or other circumstances, please contact the Managing Director.

Any person without an active door code attempting to enter our facility will be let in by our Administrative Assistant. Visitors must sign-in.

Procure Check In and Check Out

Parents and guardians **MUST** sign children in and out every day. King's Town uses the Procure system to manage attendance and will use it for any emergency situation. It is imperative that children are signed in and out at drop off and pick up. Please see an administrative staff member if you are having difficulty with the system at any time.

In the event of custody issues, a copy of the court order is requested so it can be placed in your child's file.

Safe Sleep Policy

The American Academy of Pediatrics recommends using the back-sleeping position for healthy, full-term babies to reduce the risk of **Sudden Infant Death Syndrome**.

Sleep Position: To comply with North Carolina state law and as recommended by The American Academy of Pediatrics, King's Town Infant caregivers will place infants **12 months and younger** on their back to sleep. Infants who can roll back and forth independently will also be placed on his or her back to sleep. An infant's ability to roll over is documented on each crib.

Staff: Infant caregivers will attend an Infant/Toddler Safe Sleep—SIDS Risk Reduction Training course as a required staff development course. Staff will visually check on sleeping infants 12 months or younger every 15 minutes. Visual checks of each infant will be noted on the Infant Sleep Chart.

Sleep Environment: To create a safe sleep environment, toys, bumper pads, wedges or other positioners will not be allowed in cribs. In addition, swaddlers or blankets will not be used while in our care. King's Town staff will only use approved sleep sacks during nap time and nothing will be placed over a child's head or face.

Pacifiers cannot attach to a toy or the child's clothes. Once a child is asleep, the pacifier will be removed when not in use.

Children will sleep alone in an approved sleep space (crib or cot). Children will not sleep in sitting devices, such as car seats, strollers, or swings.

Temperature: The temperature in the Infant Room will not exceed 75 degrees.

Jewelry Policy

The American Academy of Pediatrics recommends against jewelry for babies, especially babies under a year old. King's Town's jewelry policy is that no child enrolled in a 2-year-old class or younger may wear jewelry while in care (except pierced earrings). This is to prevent the risk of choking if any piece of jewelry is broken. This policy does apply to all teething necklaces.

Illness

Children are required to be up-to-date on all the appropriate immunizations, with records on file. For subsequent years, parents will be responsible to update their child's immunization records annually.

When a child is sick, re-admission will not be allowed until symptoms have disappeared **without medication** for 24 hours. For illnesses requiring treatment with medication or an antibiotic (ex. ear infection, sinus infection, pink eye, etc.) re-admission will not be allowed until the child has taken antibiotics or medication for a full 24 hours, and a doctor's note is provided.

We ask, for the sake of your child and the safety of other children in our care, that you not bring your child to King's Town if he or she is sick or has begun showing symptoms of illness.

Such symptoms may include but are not limited to

1) Fever within the last 24 hours (a fever must have returned to normal without the use of fever reducing medications)

- If your child is sent home with a fever, he or she must be out the next full school day and can return when symptoms have resolved.

2) Vomiting (for ANY reason) within the last 24 hours

- If your child is sent home due to vomiting, he or she must be out the next full school day and can return when he or she is symptom free.

3) Diarrhea

- Your child will be sent home if he or she has 3 episodes of diarrhea during the time he or she is in our care, regardless of the time span between each episode. He or she must be out the next full school day and can return when he or she is symptom free.

4) Respiratory Illness

- **Croup** - Children diagnosed with croup may not return to the center for three (3) days after the onset of the illness and 24 hours fever free.
- **Pneumonia** - Children diagnosed with bacterial or viral pneumonia may not return to the center for 24 hours beginning medication AND 24 hours fever free.
- **RSV** - Children diagnosed with RSV may not return to the center for seven (7) days after the onset of the illness and 24 hours fever free.

5) A runny nose **that does not run clear**

6) Strep Throat

- Children diagnosed with Strep Throat may not return to the center for 24 hours after beginning medication AND 24 hours fever free.

7) Lice

- If your child has lice, he or she must be lice (nit) AND egg free before they can return to care. You must receive treatment from your child's pediatrician or a professional lice clinic and provide proof of treatment.

8) Pink eye or other eye infections

- If your child is diagnosed with pink eye, or other contagious eye infection, he or she cannot return to school until eye medication has been administered for at

least 24 hours.)

9) Continuous scratching or touching of the ear (which may indicate an ear infection)

10) Undiagnosed or contagious rash or skin irritation

11) Any skin infection (ringworm, impetigo, hand-foot-and-mouth, Molluscum, etc.)

- o Children with Hand-Foot-and-Mouth Disease, Impetigo, or other contagious skin infection may not return to the center if any of the following are present
 - *Fever*
 - *Open or oozing blisters*
 - *New blisters*
- o Children diagnosed with Impetigo should receive an antibiotic cream and be treated for a minimum of 24 hours BEFORE returning to school.
- o Children diagnosed with or suspected to have molluscum MUST keep all bumps and open sores covered at all times while in care (using full coverage clothing or bandages). If molluscum is not covered upon arrival at school, the child will be sent home. If a child is unable to keep the bumps covered, he or she will be required to remain out of school until all bumps are healed.

12) Any unexplained swollen or enlarged glands

13) Any symptoms of contagious disease

King's Town reserves the right to delay reentry to preschool or refuse a doctor's note for return to preschool at our discretion. This policy is intended to minimize the spread of illness throughout the facility.

From time to time the NC Division of Child Development (DCD) may issue temporary updated illness guidance, rules, or policies. King's Town will adhere to all updated illness guidance required by the DCD at those times.

We understand the dilemma of working parents when children are sick. However, please be considerate of other children and our staff. When we feel your child is too sick to be at school, we will call you to pick up your child. If parents are unavailable to pick up a sick child, we will call the emergency authorized pick up contacts. Children must be picked up to prevent any further spread of illness.

Please understand our intentions. We want what is best for your child, and when your child is sick, the best place for him or her to be is at home.

According to the American Academy of Pediatrics, a fever is anything 100.4 or above. Children must be fever free for 24 hours without medication to return to school.

Steps for Medical Attention

From time to time, accidents happen, and injuries can result. If a child is injured at King's Town, the procedures listed below will be followed.

- Minor cuts, abrasions, and contusions will receive the appropriate first aid, and an incident report will be completed, signed, and a copy will be sent home.
- For more serious injuries, parents will be contacted immediately (or an emergency contact if parents are unavailable). The course of action will be followed, per parent's instruction. Basic first aid will be administered at the school.
 - In the event of an emergency medical situation, EMS will be contacted immediately.
 - If the child needs to be taken to the hospital, a teacher or administrator will accompany the child to the hospital listed on the registration form. The accompanying staff member will also have the child's student records.

When a child sustains a serious injury at school or at home, re-admission of the child will be based on written approval from the child's physician.

Medication

If a child needs any medication administered, parents must follow the guidelines below, which are requirements of the State of North Carolina.

For **Prescribed Medication** to be stored and administered at King's Town

- Parent or Guardian must complete the *Medication Administration Permission Form* (forms for prescribed medication are valid for the length of time the prescribed medication is to be taken).
- Prescription must be in the original container in which it was dispensed WITH THE PHARMACY LABEL.
- Must be labeled with the child's name.
- Must not be expired.

For **Over-the-Counter Topical Medication** to be stored and administered at King's Town

- Parent or Guardian must complete the *Medication Administration Permission Form* (forms for over-the-counter topical medication are valid for up to 12 months).
- Topical medications (diaper cream, sunscreen, teething ointment, etc.) must be in the original package, with all dosing instructions included.
- Must be labeled with the child's name.
- Must not be expired.

For **Over-the-Counter Medication for a Chronic Condition** to be stored and administered at King's Town

- Parent or Guardian must complete the *Medication Administration Permission Form* (forms for over-the-counter for a chronic condition medication are valid for up to 6 months).

- Over-the-Counter medication for a chronic condition must be in the original package, with all dosing instructions included.
- Must be labeled with the child's name.
- Must not be expired.

For **Over-the-Counter Medication** to be stored and administered at King's Town

- Parent or Guardian must complete the *Medication Administration Permission Form* (forms for over-the-counter medication, including acetaminophen, ibuprofen, topical antibiotic cream, are valid for **ONLY** 30 days).
- Over-the-Counter medication must be in the original package, with all dosing instructions included.
- Must be labeled with the child's name.
- Must include a Doctor's note with the reason for the administration of the medication.
- Must not be expired.
- Over-the-Counter medication can only be administered for specified times (not as needed).

Sunscreen

Please apply sunscreen prior to your child's arrival. King's Town staff will apply sunscreen in the afternoon, if needed. To store and administer sunscreen at King's Town, please refer to the guidelines listed for *Over-the-Counter Topical Medication*.

Parent Participation Policy ^(10A NCAC 09.0515)

Parents are encouraged to attend the King's Town *Meet the Teacher* event that takes place at the beginning of each session. Information on *Meet the Teacher* is included in an email sent to parents prior to the event, as well as the School Calendar.

Parents may also request a conference with a child's teacher at any time throughout the school year. Conferences may be scheduled to discuss a child's needs, behavior, and progress, as needed. Conferences may also be scheduled with the Director of Enrollment & State Regulations, Managing Director, or Executive Director, as needed.

Throughout the year, King's Town Child Development Center plans a variety of activities and special events. Parents are welcome to participate in these activities with their child's class. Examples of special activities that parents may participate in include *Fall Frenzy*, classroom holiday parties, birthday celebrations, and other planned special days. Parents wishing to participate in these activities should speak with his or her child's Teacher.

If a parent has a question or a concern about the King's Town Child Care program, he or she can contact the Director of Enrollment & State Regulations, Managing Director, or Executive Director. The contact information for these members of the King's Town staff is listed on the first page of this document and is also available at the front desk.

Teacher Communication App

Teachers in all classes will invite parents to join their child's teacher communication app. This online application is a tool used to share basic information about your child's day and behavior. Teachers will also use the teacher communication app to share monthly class information, upcoming events, pictures and more. The teacher communication app is NOT an instant communication tool and teachers will not be able to respond to Teacher Communication App messages during classroom hours. If you have an urgent need, you must contact the front desk.

Closure Policy

King's Town CDC will announce delays, closings, or early dismissals on Dojo and Facebook. A notification will be sent out to all parents by Facebook or teacher/school communication app. **Please make sure to check Dojo or Facebook frequently in the event of inclement weather. No refunds for unplanned closures.**

Smoking Policy ^[10A NCAC 09.0604]

King's Town Child Development Center and Calvary Raleigh Church are a smoke free, tobacco free, and vapor free campus. This policy complies with the North Carolina Child Care Rule .0604, which states

- (h) Children shall be in a smoke free and tobacco free environment. Smoking and the use of any product containing, made or derived from tobacco, including e-cigarettes, cigars, little cigars, smokeless tobacco, and hookah, shall not be permitted on the premises of the child care center, in vehicles used to transport children, or during any off-premise activities. All smoking materials shall be kept in locked storage. For childcare centers in an occupied residence that are licensed for 3 to 12 children when any preschool-age children are in care, or for 3 to 15 children when only school-age children are in care, the premises shall be smoke free and tobacco free during operating hours.
- (i) Signage regarding smoking and tobacco restriction shall be posted at each entrance to the center and in vehicles used to transport children.
- (j) The operator shall notify the parent of each child enrolled in the center, in writing, of the smoking and tobacco restriction.

Emergency, Fire, and Storm Safety

We want the children in our care to be safe at all times; because of this, we will work with children on a monthly basis to practice fire and storm safety drills.

When a drill occurs, children will follow the assigned route (posted in every classroom) to the designated area of meeting. Teachers will be responsible to evacuate the building and lead the children to safety. Toddlers and older children will walk in a line to their meeting

place, while babies will be placed in evacuation cribs and rolled to safety. The King's Town Directors and the Calvary Raleigh church staff will assist in any way necessary to ensure the safety of all children. When the *all clear* signal is given, children will be led back into the building.

You can help prepare your child by talking to him or her about fire and safety (weather or other emergency) drills.

If a situation occurs in which we are directed by Emergency Response personnel to evacuate our center, all teachers and staff members will begin our off-site evacuation process. In compliance with 10A NCAC 09.0607, King's Town has implemented an Emergency Preparedness and Response plan that includes an off-site evacuation. Once all children, teachers, and staff members are safely evacuated, center Directors will communicate the reunification plan with parents and families. If you have questions regarding the off-site evacuation process, please contact the Director of Enrollment & State Regulations.

Child Abuse [10A NCAC 09.0514 (a8)]

North Carolina State Law requires all childcare providers to immediately report any suspicions of child abuse. If a staff member has any cause to suspect that any child is abused or neglected, reports should be made to the County Department of Social Services. Reports may be made orally or in writing. If you suspect a child in our care may be a victim of child abuse, you must notify the Director of Enrollment & State Regulations, the Managing Director or the Executive Director. The Director will assist you in reporting the incident. Failure of a teacher or staff member to report suspected child abuse is a Misdemeanor. Aside from the legal implications, the failure to make a report would mean neglect on our part to protect the children in our care.

Prevention of Shaken Baby Syndrome and Abusive Head Trauma Policy

(adapted from The North Carolina Child Care Health and Safety Resource Center)

Belief Statement

King's Town Child Development Center believes 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.

Procedures/Practice

Recognizing:

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

Responding to:

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

Reporting:

- Instances of suspected child maltreatment in child care are reported to Division of Child Development and Early Education (DCDEE) by calling 1-800-859-0829 or by emailing webmastercdc@dhhs.nc.gov.
- Instances of suspected child maltreatment in the home are reported to the county Department of Social Services. Phone number: (919) 790-3224.

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

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

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

In addition, King's Town:

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

Prohibited behaviors

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

- shaking or jerking a child
- tossing a child into the air or into a crib, or car seat
- pushing a child into walls, doors, or furniture

Strategies to assist staff members understand how to care for infants

Staff reviews and discusses:

- The five goals and development indicators in the 2013 North Carolina Foundations for Early Learning and Development, https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/N/NC_Foundations.pdf?ver=2017-05-16-105950-953
- How to Care for Infants and Toddlers in Groups, the National Center for Infants, Toddler and Families, www.zerotothree.org/resources/77-hot-to-care-for-infants-and-toddlers-in-groups

- Including Relationship-Based Care Practices in Infant-Toddler: Implications for Practice and Policy, the Network of Infant/Toddler Researchers, pages 7-9, www.acf.hhs.gov/sites/default/files/opre/nitr_inquire_may_2016_070616_b508compliant.pdf

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

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

- Brain Development from Birth video, the National Center for Infants, Toddlers and Families, www.zerotothree.org/resources/156-brain-wonders-nurturing-healthy-brain-development-from-birth
- The Science of Early Childhood Development, Center on the Developing Child, developingchild.harvard.edu/resources/inbrief-science-of-ecd/

Resources

List resources such as a staff person designated to provide support or a local county/community resource: King's Town Director and Assistant Directors

Parent web resources

- The American Academy of Pediatrics: www.healthychildren.org/English/safety-prevention/at-home/Pages/Abusive-Head-Trauma-Shaken-Baby-Syndrome.aspx
- The National Center on Shaken Baby Syndrome: <http://dontshake.org/family-resources>
- The Period of Purple Crying: <http://purplecrying.info/>

Effective Date June 12, 2017

References

1. The National Center on Shaken Baby Syndrome, www.dontshake.org
2. NC DCDEE, ncchildcare.dhhs.state.nc.us/general/mb_ccrulespublic.asp
3. Shaken baby syndrome, the Mayo Clinic, www.mayoclinic.org/diseases-conditions/shaken-baby-syndrome/basics/symptoms/con-20034461
4. Pediatric First Aid/CPR/AED, American Red Cross, <https://www.redcross.org/store/pediatric-first-aid-cpr-aed-ready-reference/754002.html>
5. Calming Techniques for a Crying Baby, Children's Hospital Colorado, 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>

Application

This policy applies to children up to five years of age and their families, operators, early educators, substitute providers, and uncompensated providers.

Communication

Parent/Guardians

- Within 30 days of adopting this policy, King's Town Child Development Center shall review the policy with parents/guardians of currently enrolled children up to five years of age.
- A copy of the policy will be given and explained to the parents/guardians of newly enrolled children up to five years of age on or before the first day the child receives care.
- Parents/guardians will sign an acknowledgement form that includes the child's name, date the child first attended the Center, date the operator's policy was given and explained to the parent, parent's name, parent's signature, and the date the parent signed the acknowledgement
- King's Town shall keep the **SBS/AHT parent acknowledgement form** in the child's file.

Discipline ^[10A NCAC 09.0514 (a9)]

Praise and positive reinforcement are effective methods for the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy.

At King's Town we

- **DO** praise, reward, and encourage the children.
- **DO** reason with and set limits for the children.
DO model appropriate behavior for the children.
- **DO** modify the classroom environment to attempt to prevent problems before they occur.
- **DO** listen to the children.
- **DO** provide age-appropriate alternatives for inappropriate behavior.
- **DO** provide children with natural and logical consequences for their behaviors.
- **DO** treat the children as people and respect their needs, desires, and feelings.
- **DO** ignore minor misbehaviors.
- **DO** explain things to children on their level.
- **DO** use short supervised periods of time-out sparingly (time out is equal to 1 minute per year of age).
- **DO** stay consistent in our behavior management program.
- **DO** use effective guidance and behavior management techniques that focus on a child's development.

At King's Town we

- **DO NOT** spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish children.
- **DO NOT** yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse children.

- **DO NOT** shame or punish children when bathroom accidents occur
- **DO NOT** deny food or rest as punishment.
- **DO NOT** relate discipline to eating, resting, or sleeping.
- **DO NOT** leave the children alone, unattended, or without supervision.
DO NOT allow discipline of children by children.
- **DO NOT** criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.

When unacceptable behavior is displayed, the King's Town teachers and staff will adhere to the following procedures:

- 1) The teacher will discuss the behavior with the child.
- 2) The teacher will discuss the offense and the child will sit in time-out (timed according to age).
- 3) The teacher will explain the offense and take the child to meet with the Managing or Executive Director.

If the offense continues then the teacher, parent, and director will have a conference to discuss the child's behavior and ways to help the child.

It is our prayer that the discipline approach we use will build children up and never tear them down.

Student Behavioral Policy

From time to time all students struggle with being kind to friends, following directions, and obeying school rules. Teachers will follow the King's Town Discipline Policy (listed in the King's Town Operational Policy Handbook) in these instances. However, if behaviors become frequent, disruptive, and aggressive (harming themselves, other students, or teachers) further action will be taken.

If a behavioral problem persists, we will address it as follows

- If your child is aggressive toward another person (child or staff), he or she will be placed in time out for an age-appropriate time and the teacher will explain why the behavior is not acceptable. Parents will be notified.
- If the aggressive behavior happens regularly, you may be asked to pick your child up from school for the remainder of the day and asked to have a meeting with the Administration.
- If your child's aggressive and disruptive behavior continues after multiple instances and a meeting with the Administration, we may ask you to temporarily remove your child from our program with no financial compensation.

This policy is being implemented due to an increase in aggressive behavioral issues. While it may seem drastic, we cannot allow a child to hurt him or herself, other children, or staff. We want to work with and support parents and can offer resources as needed. We also work closely with Project Enlightenment (a service of Wake County Public School System

for children over the age of 3) for students who qualify.

Biting

Biting is not uncommon with children who are 12 to 30 months old. Some of the causes for biting include a child being frustrated by their lack of vocabulary to express themselves, wanting a toy another child has, teething, or wanting attention. When a child is bitten, first aid, comfort, and reassurance will be given to the injured child. The biting child will be told firmly “No biting, it hurts”. Any child younger than two may be placed in a crib or moved away from the other children to prevent further biting at that time. After a short period of time, the child will be directed to a positive play activity. A child two or older will be placed in time out to calm down. Before being allowed to play, the child who bit will be asked to make the other child feel better (give the child a tissue or hand the child a toy). An incident report will be sent to the parents of both children and be placed in both children’s files.

If the problem persists, the *most severe* way we will deal with it is as follows

- If your child bites three times within his or her school day, parents will be called for immediate pickup. The parents will then need to meet with the teacher and the director to develop a plan of action to prevent further bites.
- If the problem persists (with the child’s parents and teacher working jointly), your child will be suspended from the program for one school day with no financial compensation.
- In most severe cases, we may have to ask you to temporarily remove your child from our program with no financial compensation.

This policy may seem drastic, but we cannot let a child hurt other children, and we will not allow one child to jeopardize the safety of others. However, we do wish to work with parents dealing with this problem, and we will seek to be fair to all involved.

Non-Discriminatory Policy

King’s Town does not discriminate against applicants or students on the basis of race, gender, religion, nationality, and/or ethnic origin.

Center Cleaning Schedule ^[10A NCAC 09.0514 (a7)]

Daily Cleaning

Classrooms are cleaned regularly throughout the day, and thoroughly at the end of each day. Daily cleaning duties include

- Wiping down all tables, chairs, and hard surfaces with warm soapy water and Clorox solution.
- Cleaning all toys with warm soapy water and Clorox solution.
- Sweeping and mopping the floors.
- Vacuuming all rugs and carpet.
- Empty any trash containers.
- Infant and waddler bedding is washed daily.
- Infant and waddler buggies are wiped down with soapy water and

Clorox solution.

Bathrooms are cleaned regularly throughout the day, and thoroughly at the end of each day.

Weekly Cleaning

The following tasks are completed weekly, and include

- Cot beds and sheets are cleaned.
- Kitchen is deep cleaned.
- Vacuum filters and canisters are thoroughly cleaned.
- Gym and recess equipment is sanitized.

Monthly and Other Cleaning

The following tasks are completed monthly, or otherwise, as indicated.

- All preschool refrigerators are emptied and cleaned.
- Baseboards and window blinds are wiped down.
- Air vents are dusted.
- Classroom rugs and carpets are cleaned and sanitized (at least twice per year).
- Classroom and hallway floors are waxed (at least twice per year).

Additional cleaning, repair, and maintenance is completed throughout the year, as needed, and as determined by the Executive Director.

Landscaping

King's Town follows a 24-hour application process whereby any chemicals applied to our landscaping must dry before allowing children in or around the treated area. We comply with the specifications established by the EPA and NC Dept. of Agriculture, including use of only registered chemicals and strictly following the manufacturers guidelines for use and application.

Summary of the North Carolina Child Care Law and Rules ^(Center and FCCH) (adapted from North Carolina Division of Child Development and Early Education)

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 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.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: <https://ncchildcare.ncdhhs.gov/>

Child Abuse, Neglect, or Maltreatment

Every citizen has 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. 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 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.

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 and 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-start 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 five years thereafter. This requirement includes household members who are over the age of 15 in family child care homes.

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 child care 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 time 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 five 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
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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 of 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 website 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 cited for violations of child care requirements and 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 summary, or if you have questions, please call the Division of Child Development and Early Education at (919) 814-6300 or 1-800-859- 0829.

Revised February 2026

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>

Changes effective February 1, 2026, can be found in the following sections:

- Registration Information (page 6)
- Early Drop Off (page 7)
- Schedule Change Policy (page 7)
- Notice of Withdrawal (page 8)
- Nutrition (page 11)
- School Age (page 13)
- Illness (page 17)