



Cornerstone Child Development Centers Parent Handbook

Cornerstone Child Development Center – Main
Corporate Location
315 Webb Road Salisbury, NC 28147
704-855-1218 Office Ext. 108

Cornerstone Child Development Center – City
1325 Faith Road Salisbury, NC 28146
704-633-0016

Cornerstone Child Development Center- East
125 Eastville Dr. Salisbury, NC 28146
704-279-1255

Cornerstone Child Development Center-North
1010 S. Salisbury Ave. Spencer, NC 28159
704-637-5878

Cornerstone Child Development Center- South
525 Bostian Road China Grove, NC 28023
704-855-9768

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Mission Statement

Helping children discover the best in their world and in themselves by providing a loving, and supportive, learning environment using the holistic approach to child development through a cooperative partnership between parents and educators.

Center Hours

Monday-Friday

Cornerstone Main: 6:00 a.m. – 6:00 p.m. Latest arrival time: 9:30a.m.

Cornerstone City, East, North & South: 7 a.m. – 5:00 p.m. Latest arrival time 9:00a.m.

Parents are asked to indicate child's usual schedule on his/her application. If a significant change in schedule is necessary, please notify the Center as soon as possible. Children are not scheduled to be present more than 10 hours per day.

Rev. 3/2024 MM

Ages of Children Served

6 Weeks- 12 Years Old

Operating Policies

Application: Openings are filled on a first-come, first-served basis depending on the age and developmental level of the child and the vacancies in the appropriate age group.

Enrollment: Before enrollment and entrance into the Center, the following should be completed and/or received for each applicant:

- completed application, permission forms, parent agreement, and contact emergency information
- Completed health form and immunization records
- Childcare food reimbursement application forms
- Signed discipline and behavior management policy
- Registration fee (non-refundable)
- Pre-enrollment visit by parent and child with the Center Director

Please bring the following for your child on the first day of attendance:

- Crib sheet for cot
- Blanket to cover up with
- 2-3 Change of clothes
- Diapers/wipes (if applicable)
- Prepared bottles (if applicable)

Communication Policy

Open communication is vital to your child's successful experience. We have an open-door policy; parents are welcome to visit at any time. We welcome your comments, suggestions and/or concerns. Several communication channels are established, and we encourage you to take advantage of these. Please feel free to speak to your child's teacher or center director at drop off/pick up, utilize the message feature of the center's approved app, email or call the center. (Contact information located on the front of Parent Handbook.) Please allow 24-48 hours for phone call and email communication. In order to keep lines of communication open between teachers and directors, parents are not permitted to contact teachers/directors on their personal cell phones or other social media/messenger apps.

Policy Adopted 2-2020 MM



Dear Cornerstone Child Development Center Family:

Welcome! You are a Cornerstone Child Development family now. We would like to extend an open invitation to you to drop in often for informal visits. This will give us the opportunity to become acquainted with your entire family and will allow us to provide optimum learning opportunities for your child. Our doors are always open to you.

Cornerstone Child Development Centers takes pride in having a diverse environment with materials, children, teachers, and parents. We provide a fun and engaging learning experience for your family. We cater to the needs of the learner and focus on their strengths while allowing them to build confidence on their challenges. We encourage and cater instruction to develop problem-solving and decision-making skills, as well as learn how to get along well with others. It is our belief that children learn best in a nurturing, child-initiated play-based environment that fosters self-confidence, trust, creativity, autonomy and acceptance of individual differences. Bringing your child to our center, is a positive decision for the family for a lifetime.

We thank you for allowing us to join with you in providing quality care, love, and to nurture your developing child. We look forward with eagerness to the year ahead.

With Much Excitement,

Cornerstone Child Development Centers Team

Tuition & Fee Policies

It is the policy of Cornerstone Child Development Centers (CCDC's) that all tuition and fee payments are due in full and in advance of the services rendered. **Tuition is billed regardless of attendance or center closing.** Tuition is paying for an active enrollment status, much like a membership.

Wait List Fee: (non-refundable)

- To secure the child's spot on the wait list, a \$50 per child fee will apply. (May be applied towards activity fee at enrollment time)

Enrollment Fee: (non-refundable)

- A \$50 Enrollment Fee is paid prior to child attending the center.
- An Enrollment Fee must be re-paid upon re-enrolling any child(ren) who has been unenrolled from one of our centers for 30 days or more.

Activity Fee: (non-refundable)

- Upon enrollment, there is a \$50 activity fee per child and will be due within 30 days after enrollment.
- The activity fee is annual. It will be billed on the family enrollment anniversary month each year on the first day of the anniversary month and will be due by the last day of the same month.

Service Fees & Private Pay Tuition Rates (*Subject to Change)

Tuition Rates: (Weekly/per child)

6 weeks to 23 months old	\$190
2 years old	\$175
3-5 years old	\$148
Summer Camp (rising kindergarten)	\$148
Summer Camp (school aged)	\$130

*Tuition rate changes based on age will be applied first full week after the child's birthday.

Before & After School Rates: (Weekly/per child)

School Aged Before/After School	\$108
NC Pre-K/Pre-K Before/After School (wrap around care)	\$75
School Closings (Enrolled in SA B/A, NC Pre-K/Pre-K B/A)	\$13 additional fee per day

Other Fees:

Annual Activity Fee	\$50/child (max. \$100 per family)
Transportation Fee (Enrolled in SA B/A or NC Pre-K/Pre-K B/A)	\$30/month/center/family
School Closing Drop-In (school aged)	\$32/day
Over Hours Upcharge rate	25% of weekly FT tuition
Late Pick Up Fee (past center closing) (thereafter)	\$1/min. (first 15 min.) + \$2/min.
Late Payment Fee	\$15

Returned Check Fee	\$30
Pre-K Graduation Fee (subject to change)	\$15
Summer Camp Activity Fee (subject to change)	\$75

Private Pay Accounts:

1. Full tuition is due and payable on the **Friday prior** to childcare services unless the center is closed. Tuition is then due and payable on the first day the center is reopened.
2. There will be a \$15.00 late fee for all tuition that is not paid according to the statement made above.
3. There is a service charge of \$30 on all returned checks; payment to reconcile the outstanding balance and insufficient funds service charge is due immediately and must be paid by method of: cash, money order, or debit card. In the event of 2 or more NSF checks within a 6-month period, checks will no longer be accepted from that payer.
4. We will be unable to provide childcare services for an account that has become delinquent. Delinquent constitutes not paying the current week's bill by **4 p.m. Tuesday** of any given week. **As of Wednesday, for the child to attend, the payer must meet with the Director between 8am-9:30am. Delinquent payments must be paid by method of: cash, money order, or POS transaction. Online payment receipts will not serve as confirmation for delinquent payments due to the processing timeframe.** The account must be paid in full, or the child(ren) will no longer be permitted to attend until the balance has been paid in full. If the account goes through a collection agency, the parent/guardian will be responsible for any incurred fees plus the outstanding balance.
5. To terminate care, a written two weeks' notice must be provided to the Director 2 full weeks in advance of the final day of care. The designated form can be picked up from the Director and must be turned in to the Director. If care is not needed for that time period, payment for the two weeks of care will still be required. Violations to this policy may result in collection steps being taken.
6. We offer a 10% "Sibling Discount" on full-time tuition rates for the 2nd and additional siblings. The discount will be applied to the tuition of the oldest child(ren).
7. Full tuition is billed regardless of attendance due to absence, holidays, inclement weather or otherwise.
8. After 1 year of continuous Private Pay enrollment, families will be eligible for 5 days of tuition vacation credit. This request must be submitted in writing to the director a minimum of 2 weeks in advance. In order to receive the credit, the vacation must be taken in 5 consecutive days & the child(ren) will not be permitted to attend on any of those days.

Subsidy Accounts:

1. Full applicable Parent Fee Tuition is **due** and payable on the **1st & 15th** of each month unless the center is closed. Tuition is then due and payable on the first day the center is reopened.
2. There will be a \$15 late fee for all tuition that is not paid according to the statement made above.

3. There is a service charge of \$30 on all returned checks; payment to reconcile the outstanding balance and insufficient funds service charge is due immediately and must be paid by method of: cash, money order or POS transaction. In the event of 2 or more NSF checks within a 6-month period, checks will no longer be accepted from that person.
4. In the event an account becomes delinquent, the DSS voucher will be placed into termination for non-payment until the balance has been paid in full. Delinquent constitutes not paying the Parent Fee owed by the 3rd/17th of any given month. **If the account is not brought current within 7 calendar days of being reported, the termination will not be reversed. Delinquent payments must be paid by method of: cash, money order, or POS transaction. Online payment receipts will not serve as confirmation for delinquent payments due to the processing timeframe.** If the account goes through a collection agency, the parent/guardian will be responsible for any incurred fees plus the outstanding balance.
5. To terminate care, a written two weeks' notice must be provided to the Director two full weeks in advance of the final day of care. The designated form can be picked up from the Director and must be turned in to the Director. If care is not needed for that time period, payment for the two weeks of care may be made. Violations to this policy will result in the account being billed and collection steps being taken.
6. Full tuition is billed regardless of attendance due to absence, holidays, inclement weather or otherwise.

**All accounts will be billed according to services rendered.*

Annual Activity Fee:

Annual Activity Fees are billed on the first day of your family's anniversary month (date of 1st child's enrollment). Late fee applies if not paid by the end of that calendar month. (Ex: If your family enrolls 6/10/2022, your annual activity fee will be billed on 6/1/2023 and due by 6/30/2023). Annual Registration fees are as follows:

- Family with one child \$50
- Family with more than one child \$100

Drop-In Care Policy:

Drop-in Care is available at some locations on an "as needed" basis. Spots are only available when reserved. **Payment is due the day before the childcare services are provided. If payment is not made the day before childcare services requested; on the day childcare is needed, the payer must meet with the Director between 8am-9:30am to make a payment by method of: cash, money order or debit card at the pay station, then the child can receive care the same day, once confirmed by the Director. If a child attends 3 or more days in any given week (M-F), full weekly tuition rates apply.** Online payment receipts will not serve as confirmation for payment due to the processing timeframe. If payment is not made prior to childcare services, drop-in services will not be provided. Please contact your director for additional information.

Part -Time (3/4 Time) Care Policy:

Cornerstone Child Development Centers may offer part time care at the 3/4-time rate of up to 31 hours of care per week. All accounts must be enrolled at the minimum of 3/4-time. In the event a

child is over 31 hours of care per week, the account will be billed an upcharge for the weeks applicable. The upcharge payment is due the following Friday of the billing date. Please contact your director for additional information.

Should a waiting list develop of full-time enrollments, 3/4-time enrollees will be given the first option to switch from 3/4 care to full-time care or a two weeks' termination notice may be given.

School Closing Policy:

For students enrolled in the Before/After School Program, a daily fee will be charged above the regular tuition rate for every day attended for all School Closings (ex: Christmas & Spring Break, Teacher Workdays, Holidays, etc.). For those enrolled in Drop-In Care & School Closings only, the tuition rate will be at the School Closings Only daily rate. (*Please see current fee schedule.*)

Payment Methods Accepted:

We accept:

- Money Orders
- Personal Checks (We will charge a \$30 fee for a returned check, plus applicable late payment fees.)
- Credit/Debit cards payments onsite (we do not accept credit/debits payment over the phone)
- Myprocare.com (processing fees may apply)
- Cash (Exact change only. We do not keep change on site. If you choose to pay in cash, you will have to accept any overage as a credit on your account.)

****All payments will be applied to the oldest balance***

Partial Payments

Payments are expected to be made IN FULL on or before the due date. A partial payment will be accepted, but the unpaid portion will still be considered late and be assessed a late payment fee as described below. Services may still be suspended if an account is delinquent.

Late Payments

Payments received after 11:59p.m. on the due date will be charged a late payment fee of \$15. Late fees are due by the Friday of the billing date. All unpaid balances are subject to late fees. Services can be suspended for non-payment. Services can also be terminated, and further collection action will be taken.

Suspended or Terminated Services

Services can be temporarily suspended for various reasons (delinquent, behavioral, etc.). **If services are suspended, regular charges and late payment fees will still apply during a temporary suspension of services.** After repeated offenses, services may be permanently terminated. All unpaid balances are pursued with further collection action, usually small claims court, at the expense of the payer(s). **If an account is reported to DSS for termination due to non-payment and the payment is not made within 7 calendar days, the termination will not be able to be reversed.**

Termination of Services

Parent Termination of Services: Two weeks' written notice is required to terminate care. If parents cannot give a two-week written notice, parents are responsible to pay the equivalent of a two weeks' notice before the child's last day of care.

Provider Termination of Services: CCDC reserves the right to terminate the care at will. Except for reasons of non-payment or safety, CCDC will also give the parents a two week notice to find other care arrangements for their child. Reasons the provider may choose to terminate care include, but are not limited to, the following:

- If we (CCDC) feel we are unable or unqualified to meet the needs of the child without additional staff.
- If the child's behavior is destructive, uncontrollable, violent, or threatening to the other children or staff at the center. (This determination is made at the sole discretion of the provider.)
- If a parent's behavior is threatening or abusive to the children or staff at the center.
- If parents fail to pay account balances on time.
- If parents fail to complete required forms and submit them on time.
- If the child demonstrated that they are unable to adjust to the setting.
- If the parents fail to cooperate with or abide by center policies and procedures.
- If parents knowingly bring a child ill or medicated to mask a fever or illness.

If the provider decides to terminate the childcare relationship due to the points mentioned above, the provider reserves the legal right to terminate the childcare relationship without notice. To avoid the unfortunate situation from occurring, parents and legal guardians are required to thoroughly read the handbook. Parents and legal guardians are required to ask for a detailed explanation of any childcare rules and regulations they do not clearly understand prior to enrolling the child in the childcare center.

Revised 9/2022 MM

Arrival & Departure

Children must be accompanied to and from their classroom by an adult. Upon arrival all parents must assist their child in washing their hands before entering the classroom. The teacher should be aware of the child's arrival and departure. Children will not be permitted to leave with an older sibling or unauthorized persons. The authorization is part of the contact and emergency information on the application forms. The child's teacher should be made aware in advance if anyone other than the regular persons are to pick up a child. For safety reasons, identification is required.

For the Safety of Our Children...

- Please do not park in front of the daycare door as this would block our fire exits.
- Please do not leave the car engine running while you bring your child into the center.
- Please do not leave children unattended in the car.

Absences

When a child is to be absent, parents are asked to call the center as early as possible each day. Advanced notification of vacations or days off is also appreciated. Due to the high demand for care in our facilities and in accordance with DSS childcare voucher program, CCDC reserves the right to terminate your child

if they have missed 10 or more unexcused days within a month. Tuition is billed regardless of attendance or center closing.

Inclement Weather

In case of inclement weather, the center will be open if possible. If the Center cannot be open or the operation hours are delayed, announcements will be made in at least 2 ways: Center's Facebook Page, through center messenger app and/or the center's voicemail.

C.C.D.C. Closings (*Please view our website (cornerstonecdc.com) for specific closing dates) *dates can be added throughout the year at company's discretion.

Good Friday	1 Day
Easter Monday	1 Day
Memorial Day	1 Day
Independence Day	1 Day
Labor Day	1 Day
Thanksgiving Holiday	2.5 Days
Christmas Holiday	2-3 Days
New Year's Holiday	1 Day
Staff Development Day	2 Days

Transportation Policy

If your child is required by Law to ride in a booster seat it is your responsibility to provide the center with one on the first day of enrollment. If you fail to do so we will not drop/pick your child up from school. When a child is transported to his/her destination, an adult must wait until the child enters the building or is met by an authorized person. When regularly scheduled transportation is provided, such as to and from school; the center must maintain a list of children to be transported, route and scheduled stops, name and place where child is to be dropped off. Smoking is prohibited in the vehicle.

Should there be an automobile accident, the Director or Executive Director must verbally inform the proper agencies within 24 hours and provide a written report within 5 business days after the incident. In case of an unforeseen circumstance, the Director can give permission for staff to use their personal vehicles to transport children. Should an accident occur while staff personal vehicle is in use, the staff, children and the vehicle are covered with Cornerstone Child Development Centers' insurance. We reserve the right to cancel transportation routes due to emergencies. Examples include but are not limited to inclement weather, natural disasters, lock downs etc. Parents will be notified at the center's earliest convenience and are responsible to plan accordingly in this situation.

Revised 2-2020 MM

Transportation Conduct

Transportation Conduct will be governed by the "3 Strikes Rule." "3 Strikes Rule" is when a student is allowed 3 strikes before transportation will be terminated. Examples of when this rule may apply may include but not be limited to any combination of the following: when the child is not boarding the bus within 30 seconds of arrival, no call no show for pick up, and/or behavioral issues etc.

Before/Afterschool & NC-Prek Transportation

Before/Afterschool Transportation Fee: \$30 (per month/family/center)

NC-Prek Transportation: \$30 (per month/family/center)
Fees are due: Half on the 1st and the 15th of each month

Delinquent transportation fees will result in your child not being transported until fees are paid in full. Delinquent constitutes not paying the transportation fee owed by the 3rd/17th of any given month.

Transportation will be offered to children for before and after school care and NC- Prek for a required minimum of three children per route. Cornerstone Child Development Centers reserves the right to cancel a route due to not meeting the minimum number of children required to transport for the route at any point during the school year. Families will receive a two weeks' notice. For specific schools CCDC transports to and from, please contact the center Director.

Field Trips

Field trips may be taken throughout the year for children 3 years old and up; however, the majority will most likely occur in the summer. Parents will be notified in advance and permission will be required for child(ren) to attend. Additional fees will apply and those also must be collected in advance. If the appropriate number of staff required for a field trip is not met, CCDC reserves the right to cancel any fieldtrip at their discretion. Parents/Guardians are welcomed to chaperone field trips however their child(ren) will have the same expectations as everyone else to follow the same activity plan for the field trips.

Staff will do name to face attendance as children load onto the bus, to verify that all children are accounted for before and during the fieldtrip and also upon returning to CCDC. To ensure that no child is left unattended, our staff will have all children exit the bus when it reaches its destination. A staff member will do a walk-through of the bus to verify that all children have exited the bus.

Revised 6-15-16 MM

Parent Involvement Policy

Cornerstone Child Development Center recognizes the importance of parents as partners in their children's early education. Parent involvement is key in building a positive learning experience for children. Families, when possible, are encouraged to participate in their child's early education experience. All parents are encouraged to "lend a helping hand" a few hours a month.

It is our goal to provide the best care possible for your child, there needs to be mutual cooperation and understanding between home, and the center. Parents who share childcare experiences with their children at home reinforce these new experiences and make them more enjoyable. Meetings are held periodically to share information with you; you are expected to attend these meetings. If you should have any questions or concerns at anytime, please feel free to share them with us. To file complaints or to obtain information please see the on-site Director.

Parent Involvement for Grant Recipient's

If you are a grant recipient, as a stipulation of receiving grant funds, you must meet with the center director and develop a plan of Involvement while your grant is active. Please get with your director to discuss your strengths and that you are willing to assist with so this can be scheduled.

Nutrition & Monthly Menus

Your child is served breakfast, lunch, & snack. Our menus are planned and posted on the parent board for your review. Our center participates in the North Carolina Child Nutrition Program in

order to ensure that your child will be served a nutritious & tasty meal. It is not recommended that parents bring a different meal for your child. However, we will accommodate children's religious backgrounds. Menu exceptions cannot be made except for documented medical reasons. It is important that you advise us of any allergies your child may have. We offer Parents Choice formula for your infant or toddler who is not yet eating table food. The formula will be sent home at the beginning of the month to prepare enough bottles for each day.

Birthday/Special Events

We appreciate your interest and involvement when arranging birthday/special events for your child. If you wish to provide a "treat" for each child in your child's group, please arrange the date and time with the teacher. No homemade goodies are to be brought in; only store-bought items are permitted.

NC Pre-K Religious Activities

CCDC does not use NC Pre-K funds to pay for religious worship, instruction or proselytization (the attempt to convert to a religious faith); equipment or supplies for religious worship, instruction or proselytization activities.

Outdoor Play

Fresh Air and exercise are apart of your child's daily activities. Please be sure your child has appropriate clothing for all seasons. We carefully monitor outdoor play and provide adequate water and shade. Should you desire sunscreen or sunblock for your child you must fill out a medicine form. According to the NC Child Care Law Article 7, chapter 110, outdoor play is required as part of the daily activities in a childcare center. Children that are ill, cannot go outdoors or are not able to participate in all the daily activities, should be excluded from care. All children must be able to participate in all the daily activities. If a child is not well enough to go outside, the child is not well enough to be at the center.

Toilet Training

Children will be potty trained when they are ready. We do not force children to potty train. However, a child cannot transition to Pre-K until they are potty trained. Please communicate. It is important during the potty-training process to communicate with your child's teacher about any questions or concerns you may have. Children potty-training must wear clothes that are easy to take on and off. One-piece suits or suspender type clothing prevent children from developing self-help skills necessary for meeting toileting needs. Children who are potty training should also have several pairs of training pants and extra sets of clothing available at the center. Please place child's initials on all articles of clothing brought in. The center is not responsible for lost or damaged clothing.

Rest Periods

Your child's day here is planned to provide many exciting and active learning experiences. 6 weeks-15 months are on their individual schedules and will sleep as needed throughout the day. All other children will have a rest period after lunch. We encourage your child to rest quietly during that time. You must supply a standard size crib sheet and blanket for naptime. Every Friday your blanket must be taken home, laundered then returned on Monday. We are responsible for washing the crib sheets.

Clothing & Shoes

Children should be dressed in washable, comfortable clothing appropriate for the season. Shoes that buckle or tie should be worn. Sandals and thongs are not appropriate for comfortable, safe play and should not be worn to the center. Clothing should not prevent children from full participation in the center

activities. Please place child's initials on all articles of clothing brought in. The center is not responsible for lost or damaged clothing.

Jewelry/Hair Bead Policy

We do not allow any type of Jewelry/Hair Bead to be brought into the center, due to the possibility of it being a choking hazard.

Child Abuse/Neglect Reporting Policy

To report suspected child abuse or neglect call:

Rowan County DSS 704-216-8498, DCDEE Intake Unit 1-800-859-0829 or 919-662-4499

Every resident of NC is required by law to report any suspicion of child abuse and or neglect.

NC General Statute 7B-301

Procedure and Practices, including responsible person(s):

All observations or suspicions of child abuse or neglect will be immediately reported to the Child Protective Services, listed above, no matter where the abuse or neglect might have occurred. The staff person who observed or has suspicions will inform the Director of the facility. The staff member and/or Director will call to report suspected abuse or neglect.

The person making the report of the suspected abuse or neglect shall include: give the person's name, address and telephone number. The report shall include name and address of the juvenile, name and address of the juvenile's parent, guardian or caretaker, age of the juvenile, and ages of other juveniles in the home; present whereabouts of the juvenile if not at the home address, nature and extent of any injury or condition resulting from abuse, neglect or dependency, and any other information which the person making the report believes might be helpful in establishing the need for protective services or court intervention.

All staff involved in the reported incident will follow the direction of Child Protective Services regarding completion of written reports. If the parent or legal guardian of the child is suspected of abuse or neglect, staff will follow the guidance of Child Protective Services regarding notification of the child's parent or legal guardian. Reporters of suspected child abuse will not be discharged for making a report; unless it is proven that a false report was knowingly made.

Signs of suspected child abuse or neglect will be documented, which will be kept in a confidential file located in the Director's office.

If a staff member is suspected of abuse or neglect, parents or legal guardians of suspected abused children will be notified by the Executive Director immediately after contact with Child Protective Services is made.

Staff who are accused of child abuse or neglect may be suspended or given leave (with/without) pay, pending investigation of the accusation. Such staff may also be removed from the classroom and given a job that does not require interaction with children. However, no accusation or affirmation of guilt will be made until the investigation is complete. Caregivers found guilty of child abuse will be immediately dismissed.

When this policy applies: Whenever any staff member has reason to suspect that any child on the premises of this childcare facility may have been abused or neglected by anyone.

Communication plan for staff and parents: Staff and volunteers will receive or be given access to a written copy on our website of this policy in their Staff Handbook and review this policy in Staff Orientation Training. All parents will receive or be given access to a written copy on our website of this policy in their Parent Handbook upon their child's enrollment.

Revised 12-11-2015 MM

Children Unattended in the Car

Do not leave children unattended in the car. If assistance is needed, call the center ahead of time and ask for assistance. Depending upon the environmental circumstances (hot/cold weather, etc.), leaving children unattended can be considered neglect. Cornerstone Child Development staff members are required to report all observed child abuse and neglect to the Department of Social Services.

Policy Adopted July 31, 2009

Child Safety Seats

North Carolina law requires all children under eight years of age or weighing less than 80 pounds be restrained in a proper child safety seat, placed in the rear seat of the vehicle. Failure to comply with this law, after one written warning by Cornerstone Child Development Center personnel, will result in termination of care. Labeled car seats may be left in the foyer in the morning so that they are available for the return home. Cornerstone Child Development Center will not be held responsible for any lost or stolen car seats.

Policy Adopted July 31, 2009

Discipline & Behavior Management Policy

Praise and positive reinforcement are effective methods of the behavior management of children. When children receive positive, nonviolent, 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 :

How we respond to children and provide alternatives for children who need de-escalate stressful situations:

1. Praise, reward, and encourage the children.
2. Reason with and set limits for the children.
3. Model appropriate behavior for the children.
4. Modify the classroom environment to attempt to prevent problems before they occur.
5. Listen and nurture the children.
6. Provide alternatives for inappropriate behavior to the children.
7. Provide the children with natural and logical consequences of their behaviors.
8. Treat the children as people and respect their needs, desires, and feelings.
9. Ignore minor misbehaviors.
10. Explain things to children on their levels.
11. Use short supervised periods of "time-out"

12. Stay consistent in our behavior management program.
13. Include families on suggestions they have for their child when helping them cope.
14. Communicate to families on the progress of their behavior management.
15. Allow the children to problem solve while coaching them when help is needed.

How we do not respond to children:

1. Spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish the children.
2. Make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.
3. Shame or punish the children when bathroom accidents occur.
4. Deny food or rest as punishment.
5. Relate discipline to eating, resting, or sleeping.
6. Leave the children alone, unattended, or without supervision.
7. Place the children in locked rooms, closets, or boxes as punishment.
8. Allow discipline of children by children.
9. Criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.

“Time Out” Policy

"Time-out" is the removal of a child for a short period of time, determined by the age of the child, for example a three-year-old has time out for three minutes, from a situation in which the child is misbehaving and has not responded to other discipline techniques. The "timeout" space, usually a chair, is located away from classroom activity but within the teacher's sight.

During "time-out," the child has a chance to think about the misbehavior which led to his/her removal from the group. After a brief interval, the teacher discusses the incident and appropriate behavior with the child. When the child returns to the group, the incident is over, and the child is treated with the same affection and respect shown the other children.

**Parents/guardians cannot physically discipline their child on the premises. **
Revised 1-11-16 MM

Discipline and Child Guidance Procedures

The Center's formal Discipline and Behavior Management Policy is listed above. A copy of the policy is included with the application that must be signed and returned with the enrollment application. The following steps will be taken for repeated inappropriate, disruptive, or hurtful behavior.

- Verbal redirection to a more appropriate activity or behavior.
- Parent/teacher or management conferences will be called to ensure a consistent effort in dealing with the problem.
- With parental permission, consultation with community resource persons may be held to help identify the child's needs and appropriate actions for specific problems.

If a child's behavior continues to be such that his safety or the safety of others are in danger and/or the rights of others are not respected thus making him/her unable to function in the group, the child will no longer be able to attend the Center. Parents will be asked by the Director to find an alternative placement for him/her. If this step is required, the Director will make every effort to assist in appropriate evaluation and placement of the child.

Policy Adopted July 31, 2009

Biting Policy

Biting is a natural developmental stage that many children go through. It is usually a temporary condition

that is most common between thirteen and twenty-four months of age. The safety of the children at the center is our primary concern. The center's biting policy addresses the actions the staff will take if a biting incident occurs.

Toddlers bite other toddlers for many different reasons. A child might be teething or overly tired and frustrated. He or she might be experimenting or trying to get the attention of the teacher or his peers. Toddlers have poor verbal skills and are impulsive without a lot of self-control. Sometimes biting occurs for no apparent reason. The center will encourage the children to "use their words" if they become angry or frustrated. The staff members will maintain a close and constant supervision of the children at all times.

The following steps will be taken if a biting incident occurs at our center:

- The biting will be interrupted with a firm "STOP...we bite food to eat, not our friends!"
- Staff will stay calm and will not overreact.
- The bitten child will be comforted.
- Staff will remove the biter from the situation. The biter will be given something to do that is satisfying.
- The wound of the bitten child shall be assessed and cleansed with soap and water.
- The parents of both children will be notified of the biting incident. Appropriate forms will be filled out (Incident Report). If there was blood exposure both parents will be notified once the situation is under control.
- Confidentiality of all children involved will be maintained.

Cornerstone Child Development Center reserves the right at any time to send home or terminate a child due to excessive and/or long-term biting. All attempts will be made to help the child before termination occurs.

Statement of Confidentiality

(Parents, Visitors, Students, Personnel, Volunteers)

Aim: To protect the child at all times and to give all staff, families, and visitors clear guidance as to their legal and professional roles and to ensure good practice throughout the Center which is understood by all.

Sharing information unnecessarily is an erosion of trust. The Center is mindful that it is placed in a position of trust by all stakeholders and there is a general expectation that a professional approach will be used in all matters of confidentiality.

Guidelines:

1. All information about individual children is private and should only be shared with those staff that has a need to know. Children's names should NEVER be used outside of the Center.
2. Photographs of children should not be used without parents' permission especially in the press and internet. When permission is given, the child's name should never be attached to the photo. This is often a cultural issue that the Center needs to be aware. Examples include Facebook, My Space, or other social networking sites
3. Information about children will be shared with parents but only about their child. Parents should refrain from asking about other children because it breach's that child's confidentiality.
4. Parents may take pictures in the classroom but must also abide by all of the guidelines set forth in this statement.

5. Pictures should be used for educational purposes (with permission); i.e. teachers, college and, high school students. Visitors shall not be allowed to take any photographs.
6. This statement is verification that all individuals including personnel, students, parents, and volunteers that enters C.C.D.C. Centers are to remember that confidentiality is to be an ethical principle to follow at all times. This statement signifies commitment to this belief and the above practices.

If there are questions as to confidentiality and the sharing of information, DO NOT share information until you have been informed by the center Director.

Health:

- *Physical:* Each child is required to have a physical examination to be enrolled in the Center. The medical form must be dated and signed by doctor or other approved medical personnel. The medical records must include current immunization records. Medical forms with immunization records are due prior to enrollment.
- *Illnesses:* The Center is open to care for well children. If a child is sick, arrangements should be made for his/her care at home. Children should not be brought to the Center with an excessive cold, temperature over 100.5 degrees, upset stomach or diarrhea, or suspicious rashes unless we receive a signed note from a doctor stating your child is not contagious. Children must be able to participate in regular activities. If a child becomes ill during the day, parents will be notified to pick him/her up as soon as possible. This precaution is best for the ill child as well as the other children. Children may not remain in the Center with a temperature of 101 degrees or more.

Children are not allowed to return to the Center until they have been symptom and/or temperature free, without the need of fever reducer medication, for 24 hours. Parents will be notified if children are exposed to a contagious illness/disease. CCDC reserves the right to enforce stricter policies and procedures on illnesses and exclusion of your child, based on the circumstances.

Revised 2-2020 MM

Medicine Policy

We realize that there are times when your child may need medication during the day. With your child's health and safety in mind, C.C.D.C. does not administer any medications besides:

- Sunblock or Sunscreen
- Diaper Cream (no substitutes)
- Asthma Medication
- Prescribed medication that must be given while the child is attending school.

Prescribed asthma medication must be in its original container bearing the pharmacist's label, which lists the child name, date the prescription was filled, the physicians' name, the name of the medicine or the prescription number, and the directions for dosage. Medication cannot be given on "As needed" basis. You must also fill out a medicine form when medication is to be given. All medication policies are subject to state regulations. Medications of any kind cannot be left in backpacks or diaper bags. This includes diaper creams or any other kind lotions or creams.

Emergency Procedure

In case of an emergency we will make every attempt to contact you or one of your listed emergency contacts. If you or an emergency contact is not available a staff member will accompany your child to the nearest emergency room. An incident report will be filled out by a staff member and will be given to parent upon pick-up of child.

Emergency Preparedness and Response Plan (EPR): CCDC will conduct routine fire drills, shelter in place and/or lock down drills per DCDEE guidelines. Staff are trained in the EPR plan and areas of

evacuation, location of items in case of an emergency, accommodations of vulnerable persons, alternative locations in case of an emergency, shelter-in-place, lock-down procedure, and location of emergency supplies. Our plan is always available to families in the front office area. Evacuation procedures are posted in each classroom.

Smoke-Free Policy

Due to acknowledged hazards to young children arising from exposure to second and third hand smoke, it shall be the policy of Cornerstone Child Development Centers to provide a smoke-free environment for staff, children, and parents. This policy covers the smoking or any tobacco product and applies to both employees and non-employee participants of Cornerstone Child Development Centers.

DEFINITION:

1. There will be no smoking in any area of the childcare center including the Cornerstone Church campus at any time.
2. There will be no smoking in any staff, volunteer or parent's vehicle at any time on campus. There will be no tobacco use in personal vehicles when transporting children on childcare authorized activities.
3. There will be no smoking by staff or volunteers during functions including field trips, walks, and all other off-site activities.

CCDC will respect the policies and regulations of the hosting facility's smoking policy when attending trainings off-site.

4. According to the health benefits of children and the dangers of third hand smoke, CCDC requires that if employees should leave the premises, they must wear a smoking shirt/jacket. Upon returning to the center the shirt/jacket must be removed and left in one's personal vehicle and wash their hands immediately.

Adopted 6-20-16 MM

Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information

requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- Mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
- Fax: (202) 690-7442; or
- Email: program.intake@usda.gov

This institution is an equal opportunity provider.

Video Surveillance Policy

To ensure the safety and security of all children, staff, parents, as well as the security of our childcare facility, CCDC is equipped with 24-hour video surveillance system and security cameras are installed in classrooms and outdoor play area. The cameras are intended to help promote the safety and security of people and property and can assist CCDC in reviewing an incident not seen by a teacher or director. It also permits CCDC to evaluate teachers to ensure they're providing the highest quality of care. The following are just some additional benefits of having security cameras installed in daycare centers: security cameras are an effective deterrent of crime; individuals tend to perform better when monitored by security cameras; and they can provide peace of mind to our parents and staff. Because we insist on protecting the privacy of all children, parents, and staff, our surveillance system/security cameras are for internal purposes only.

Policy Adopted 2-2020 MM

Infant/Toddler Safe Sleep Policy

A safe sleep environment for infants reduces the risk of sudden infant death syndrome (SIDS) and other sleep related infant deaths. According to N.C. Law, child care providers caring for infants 12 months of age or younger are required to implement a safe sleep policy and share the policy with parents/guardians and staff.



Cornerstone CDC (facility name) implements the following safe sleep policy:

Safe Sleep Practices

1. We train all staff, substitutes, and volunteers caring for infants aged 12 months or younger on how to implement our Infant/Toddler Safe Sleep Policy.
2. We always place infants under 12 months of age on their backs to sleep, unless:
 - **the infant is 6 months or younger** and a signed ITS-SIDS Alternate Sleep Position Health Care Professional Waiver is in the infant's file and a notice of the waiver is posted at the infant's crib.
 - **the infant is 6 months or older** (choose one)
 - We do not accept the ITS-SIDS Alternate Sleep Position Parent Waiver.*
 - We accept the ITS-SIDS Alternate Sleep Position Parent Waiver.

We retain the waiver in the child's record for as long as they are enrolled.
3. We place infants on their back to sleep even after they are able to independently roll back and forth from their back to their front and back again. We then allow the infant to sleep in their preferred position.
 - We document when each infant is able to roll both ways independently and communicate with parents. We put a notice in the child's file and on or near the infant's crib.*
4. We visually check sleeping infants every 15 minutes and record what we see on a Sleep Chart. The chart is retained for at least one month.
 - We check infants 2-4 month of age more frequently.*
5. We maintain the temperature between 68-75°F in the room where infants sleep.
 - We further reduce the risk of overheating by not over-dressing infants.*
6. We provide infants supervised tummy time daily. We stay within arm's reach of infants during tummy time.
7. We follow N.C Child Care Rules .0901(j) and .1706(g) regarding breastfeeding.
 - We further encourage breastfeeding in the following ways: _____

Safe Sleep Environment

8. We use Consumer Product Safety Commission (CPSC) approved cribs or other approved sleep spaces for infants. Each infant has his or her own crib or sleep space.
9. We do not allow pacifiers to be used with attachments.
10. Safe pacifier practices:
 - We do not reinsert the pacifier in the infant's mouth if it falls out.*
 - We remove the pacifier from the crib once it has fallen from the infant's mouth.*
11. We do not allow infants to be swaddled.
 - We do not allow garments that restrict movement.*
12. We do not cover infants' heads with blankets or bedding.
13. We do not allow any objects other than pacifiers such as pillows, blankets, or toys in the crib or sleep space.
14. Infants are not placed in or left in car safety seats, strollers, swings, or infant carriers to sleep.
15. We give all parents/guardians of infants a written copy of this policy before enrollment. We review the policy with them and ask them to sign the policy.
 - We encourage families to follow the same safe sleep practices to ease infants' transition to child care.*
16. Posters and policies:
 - **Family child care homes:** We post a copy of this policy and a safe sleep practices poster in the infant sleep room where it can easily be read.
 - **Centers:** We post a copy of this policy in the infant sleep room where it can easily be read.
 - We also post a safe sleep practices poster in the infant sleep room where it can easily be read.*

Communication

17. We inform everyone if changes are made to this policy 14 days before the effective date.
 - We review the policy annually and make changes as necessary.*

*Best practice recommendation.

Effective date: 1/23/2020 Review date(s): 1/23/2020 Revision date(s): _____

I, the parent/guardian of _____ (child's name), received a copy of the facility's Infant/Toddler Safe Sleep Policy. I have read the policy and discussed it with the facility director/operator or other designated staff member.

Child's Enrollment Date: _____ Parent/Guardian Signature: _____ Date: _____

Facility Representative Signature: Michelle Macer Date: 1/23/2020

Prevention of Shaken Baby Syndrome and Abusive Head Trauma Policy

Belief Statement

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

Background

SBS/AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and/or there is trauma to the head. Shaking may last only a few seconds but can result in severe injury or even death¹. According to North Carolina Child Care Rule (child care centers, 10A NCAC 09 .0608, family child care homes, 10A NCAC 09 .1726), each child care facility licensed to care for children up to five years of age shall develop and adopt a policy to prevent SBS/AHT².

Procedure/Practice

Recognizing:

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

Responding to:

- If SBS/ABT is suspected, staff will³:
 - 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 CPR⁴.

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 webmasterdcd@dhhs.nc.gov.
- Instances of suspected child maltreatment in the home are reported to the county Department of Social Services. Phone number: 704-216-8330

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 strategies⁵:

- 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, the facility:

- Allows for staff who feel they may lose control to have a short, but relatively immediate break away from the children⁶.
- Provides support when parents/guardians 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, chair, 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 developmental indicators in the 2013 North Carolina Foundations for Early Learning and Development, [ncchildcare.nc.gov/PDF forms/NC Foundations.pdf](http://ncchildcare.nc.gov/PDF%20forms/NC%20Foundations.pdf)
- How to Care for Infants and Toddlers in Groups, the National Center for Infants, Toddlers and Families, www.zerotothree.org/resources/77-how-to-care-for-infants-and-toddlers-in-groups
- Including Relationship-Based Care Practices in Infant-Toddler Care: 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 takes 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-eed/

Resources

List resources such as a staff person designated to provide support or a local county/community resource:

Child Care Director

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/>

Facility web resources

- Caring for Our Children, Standard 3.4.4.3 Preventing and Identifying Shaken Baby Syndrome/Abusive Head Trauma, <http://cfoc.nrckids.org/StandardView.cfm?StdNum=3.4.4.3&=+>
- Preventing Shaken Baby Syndrome, the Centers for Disease Control and Prevention, http://centerforchildwelfare.fmhi.usf.edu/kb/trprev/Preventing_SBS_508-a.pdf
- Early Development & Well-Being, Zero to Three, www.zerotothree.org/early-development

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, www.redcross.org/images/MEDIA_CustomProductCatalog/m4240175_Pediatric_ready_reference.pdf
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 <http://cfoc.nrckids.org/StandardView/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 Staff*

- Within 30 days of adopting this policy, the childcare facility shall review the policy with all staff who provide care for children up to five years of age.
- All current staff members and newly hired staff will be trained in SBS/AHT before providing care for children up to five years of age.
- Staff will sign an acknowledgement form that includes the individual's name, the date the center's policy was given and explained to the individual, the individual's signature, and the date the individual signed the acknowledgment
- The childcare facility shall keep the SBS/AHT staff acknowledgement form in the staff member's file.

Parents/Guardians

- Within 30 days of adopting this policy, the childcare facility 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 at the facility.
- Parents/guardians will sign an acknowledgement form that includes the child's name, date the child first attended the facility, 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
- The childcare facility shall keep the SBS/AHT parent acknowledgement form in the child's file.

* For purposes of this policy, "staff" includes the operator and other administration staff who may be counted in ratio, additional caregivers, substitute providers, and uncompensated providers.

05/01/2018

Effective Date

This policy was reviewed and approved by:

Michelle Macon, Executive Director
Owner/Director (recommended)

04/16/2018
Date

Child Care Subsidy Program

Do I Qualify?

Is Child Care Subsidy an Option for My Family?

To qualify for the child care subsidy program, a family needs to meet both the situational and financial criteria.

Situational Criteria

You may be eligible to receive child care assistance if one or more of the following situations apply to your family:

- You are working or are attempting to find work through the Work First Family Assistance Program
- You are in school or in a job training program
- Your child is receiving child protective services
- Your child needs care to support child welfare services or if your family is experiencing a crisis
- Your child has developmental needs

Financial Criteria

Most families, including those receiving [Work First Family Assistance](#), are required to pay a percentage of their child care costs based upon their gross monthly income. The percentage is 10%, if applicable.

Using the table below, you can determine whether you may meet the financial criteria to receive child care subsidy. If you meet the financial criteria, you can estimate your child care subsidy costs.

**The Initial Maximum Income Eligibility Limits for Subsidized Child Care Assistance changed on July 01, 2023.
200% Federal Poverty Level – used at initial application
(All children ages 0-5, and All children with special needs)**

Parent Fee Percentage	10% of Maximum Gross Monthly Income					
Family Size	1	2	3	4	5	6
Maximum Gross Monthly Income	\$2,430	\$3,287	\$4,143	\$5,000	\$5,857	\$6,713

Family Size	7	8	9	10	11	12
Maximum Gross Monthly Income	\$7,570	\$8,427	\$9,283	\$10,140	\$10,997	\$11,853

**133% Federal Poverty Level – used at initial application
(All children ages 6-12, No children with special needs)**

Parent Fee Percentage	10% of Maximum Gross Monthly Income					
Family Size	1	2	3	4	5	6
Maximum Gross Monthly Income	\$1,616	\$2,186	\$2,755	\$3,325	\$3,895	\$4,464

Family Size	7	8	9	10	11	12
Maximum Gross Monthly Income	\$5,034	\$5,604	\$6,173	\$6,743	\$7,313	\$7,882

The Continued Maximum Income Eligibility Limits for Subsidized Child Care Assistance effective July 01, 2023.

**85% State Median Income – used when a family has an increase in income while receiving subsidized child care assistance.
(All children ages 0-12)**

During your certification period if your income increases above the 85% SMI limit for your family size please report the increase to your child care worker.

Family Size	1	2	3	4	5	6
Maximum Gross Monthly Income	\$3,273	\$4,280	\$5,287	\$6,294	\$7,301	\$8,308

Family Size	7	8	9	10	11	12
Maximum Gross Monthly Income	\$8,497	\$8,686	\$8,874	\$9,063	\$9,252	\$9,441

Revised 3-2024 MM

Summary of NC Child Care Law and Rules

Revised September 2023

Space and Equipment

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

Licensed centers must also meet requirements in the following areas.

Staff Requirements

The administrator of a child care center must be at least 21 and have at least a North Carolina Early Childhood Administration Credential or its equivalent. Lead teachers in a child care center must be at least 18 and have at least a North Carolina Early Childhood Credential or its equivalent. If administrators and lead teachers do not meet this requirement, they must begin credential coursework within six months of being hired. Staff younger than 18 years of age must work under the direct supervision of staff 21 years of age or older. All staff must complete a minimum number of training hours, including ITS-SIDS training for any caregiver that works with infants 12 months of age or younger. All staff who work directly with children must have CPR and First Aid training, and at least one person who completed the training must be present at all times when children are in care. One staff must complete the Emergency Preparedness and Response (EPR) in Child Care training and create the EPR plan. All staff must also undergo a criminal background check initially, and every three years thereafter.

Staff/Child Ratios

Ratios are the number of staff required to supervise a certain number of children. Group size is the maximum number of children in one group. The minimum staff/child ratios and group sizes for single-age groups of children in centers are shown below and must be posted in each classroom. The staff/child ratios for multi-age groupings are outlined in the child care rules and require prior approval

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

Additional Staff/Child Ratio Information:

Centers located in a residence that are licensed for six to twelve children may keep up to three additional school-age children, depending on the ages of the other children in care. When the group has children of different ages, staff-child ratios and group size must be met for the youngest child in the group.

Reviewing Facility Information

From the Division's Child care Facility Search Site, the facility and visit documentation can be viewed. A public file is maintained in the Division's main office in Raleigh for every licensed center or family child care home. These files can be viewed during business hours (8 a.m. -5 p.m.) by contacting the Division at 919-814-6300 or 1-800-859-0829 or requested via the Division's web site at www.ncchildcare.ncdhhs.gov.

How to Report a Problem

North Carolina law requires staff from the Division of Child Development and Early Education to investigate a licensed family child care home or child care center when there has been a complaint. Child care providers who violate the law or rules may be issued an administrative action, fined and/or may have their licenses suspended or revoked.

Administrative actions must be posted in the facility. If you believe that a child care provider fails to meet the requirements described in this pamphlet, or if you have questions, please call the Division of Child Development and Early Education at 919-814-6300 or 1-800-859-0829.



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

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

Division of Child Development and Early Education

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

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

Revised September 2023

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

What Is Child Care?

The law defines child care as:

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

The North Carolina Department of Health and Human Services is responsible for regulating child care. This is done through the Division of Child Development and Early Education. The purpose of regulation is to protect the health, safety, and well-being of children while they are away from their parents. The law defining child care is in the North Carolina General Statutes, Article 7, Chapter 110.

The North Carolina Child Care Commission is responsible for adopting rules to carry out the law. Some counties and cities in North Carolina also have local zoning requirements for child care programs.

Family Child Care Homes

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

Child Care Centers

Licensure as a center is required when six or more preschool children are cared for in a residence or when three or more children are in care in a building other than a residence. Religious-sponsored programs are exempt from some of the regulations described below if they choose to meet the standards of the Notice of Compliance rather than the Star Rated License. Recreational programs that operate for less than four consecutive months, such as summer camps, are exempt from licensing. Child care centers may voluntarily meet higher standards and receive a license with a higher rating. Centers will be visited at least annually to make sure they are following the law and to receive technical assistance from child care consultants.

Parental Rights

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

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

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 a responsibility to report suspected child abuse, neglect or maltreatment. This occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. It may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. It also occurs when a child does not receive proper care, supervision, appropriate discipline, or when a child is abandoned. **North Carolina law requires any person who suspects child maltreatment at a child care facility to report the situation to the Intake Unit at Division of Child Development and Early Education at 919-814-6300 or 1-800-859-0829.** Reports can be made anonymously. A person cannot be held liable for a report made in good faith. The operator of the program must notify parents of children currently enrolled in writing of the substantiation of any maltreatment complaint or the issuance of any administrative action against the child care facility. **North Carolina law requires any person who suspects child abuse or neglect in a family to report the case to the county department of social services.**

Transportation

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

Record Requirements

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

Discipline and Behavior Management

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

Training Requirements

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

Curriculum and Activities

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

Health and Safety

Children must be immunized on schedule. Each licensed family child care home and center must ensure the health and safety of children by sanitizing areas and equipment used by children. For Centers and FCCs, meals and snacks must be nutritious and meet the Meal Patterns for Children in Child Care. Food must be offered at least once every four hours. Local health, building, and fire inspectors visit licensed centers to make sure standards are met. All children must be allowed to play outdoors each day (weather permitting) for at least an hour a day for preschool children and at least thirty minutes a day for children under two. Children must have space and time provided for rest.

Two through Five Star Rated License

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

Criminal Background Checks

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

NC Medicaid for More People

North Carolina has expanded health care coverage to more people.

NC Medicaid now covers people ages 19 through 64 years with higher incomes. You may be able to get health care coverage through Medicaid even if you did not qualify before. NC Medicaid pays for doctor visits, yearly check-ups, emergency care, dental care, mental health and more – at little or no cost to you.

Most people can get health care coverage through NC Medicaid if:

- **You live in North Carolina**
- **You are ages 19 through 64 years old**
- **You are a citizen** (some non-US citizens can also get health care coverage through Medicaid).
- And if **your household income** falls within the chart below:

Household size	Total income, before taxes
Single Adults	\$1,676/month or less (\$20,120/year)
Family of 2	\$2,267/month or less (\$27,214/year)
Family of 3	\$2,859/month or less (\$34,307/year)
Family of 4	\$3,450/month or less (\$41,400/year)
Each additional person	add about \$591/month (add about \$7,093/year)

If someone is pregnant, they may be eligible for other Medicaid programs to get full health benefits.

NC Medicaid covers most health services. It includes doctor visits, check-ups, emergency care, hospital services, maternity and postpartum care, vision and hearing services, prescription drugs, behavioral health, preventive and wellness services, dental care, medical-related devices and more. There is no monthly fee and copays are never more than \$4.

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Who is Eligible for WIC?

WIC is available to pregnant, breastfeeding, and postpartum women, infants, and children up to age five. Foster families with qualifying individuals may be eligible to receive WIC benefits. To participate, you need to:

- Live in North Carolina.
- Have a family income less than 185% of the U.S. Poverty Income Guidelines.

Income Eligibility Chart (Effective June 1, 2023)

Maximum Gross Income					
Size of Economic Unit**	Annual	Monthly	Twice Monthly	Bi-Weekly	Weekly
1	26,973	2,248	1,124	1,038	519
2	36,482	3,041	1,521	1,404	702
3	45,991	3,833	1,917	1,769	885
4	55,500	4,625	2,313	2,135	1,068
5	65,009	5,418	2,709	2,501	1,251
6	74,518	6,210	3,105	2,867	1,434
7	84,027	7,003	3,502	3,232	1,616
8	93,536	7,795	3,898	3,598	1,799
9	103,045	8,588	4,294	3,964	1,982
10	112,554	9,380	4,690	4,329	2,165
11	122,063	10,172	5,086	4,695	2,348
12	131,572	10,965	5,483	5,061	2,531
13	141,081	11,757	5,879	5,427	2,714
14	150,590	12,550	6,275	5,792	2,896
15	160,099	13,342	6,671	6,158	3,079
16	169,608	14,134	7,067	6,524	3,262
For each additional member of economic unit, add:	\$9,509	\$793	\$397	\$366	\$183

- Be at nutritional risk. A nutritionist or other health professional makes the nutritional risk assessment at no cost to the participant.

If you are already receiving Medicaid, Temporary Assistance for Needy Families (TANF), or assistance from the NC Food and Nutrition Services you automatically

meet the income eligibility requirement. The [WIC Prescreening Tool](#) can help you find out if you are eligible for WIC benefits.

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