Family Handbook

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Welcome

Welcome to A Child's World Learning Centers (ACWLC). Thank you for choosing us to be a part of the most important years of your child's life. We have created this handbook so that we may describe our program, our goals, and our policies in hopes that your transition into our program will be smooth and enjoyable. Please read the following information and keep it handy for future reference.

Our Mission

Our mission is to provide a safe, nurturing environment with a quality development program that meets the needs of the whole child as an individual so that he or she becomes a life-long learner.

Our Vision

To be the early childhood education provider of choice, shaping children into life-long learners through excellence in teaching and positive partnerships with families and our community.

Our Core Values

Integrity: We are dedicated to maintaining an authentic and fair environment that embodies honesty and transparency.

Cooperation: We collaborate with others, creating beneficial and supportive partnerships with our families, staff members and children through positive communications.

Advocacy: We advocate for our children so that they are prepared for a future of successful life-long learning.

Respect: We value ourselves, our families, our children, and our community.

Excellence: We strive for continuous improvements through forward-thinking innovation to achieve excellence in everything we do.

Our Philosophy

We believe:

- the first five years in a child's life are the most critical in determining how they develop as a person.
- the learning of important skills can be achieved through independent play and teacher-directed activities.
- in teaching children three simple, but important concepts: be safe, be neat and be kind.
- children flourish in an environment that is positive, nurturing, fun, and encourages them to grow and learn in their own unique ways.

Our Program

Our curriculum is bias-free and developmentally based. We focus on developing the whole child by providing activities to help stimulate the individual child's social, emotional, physical and intellectual needs.

Our professional staff encourages exploration and growth in a well-equipped environment that is stimulating, safe, consistent and nurturing. We strive to enhance each child's natural curiosity and love for learning. We want children to develop habits of observation, questioning and listening. We want them to become aware of their own feelings as well as others around them. We want them to have an open mind that prepares them to utilize their intellectual and creative abilities, for now and later in life. A Child's World Learning Center provides the opportunity for each child to master tasks that are appropriate to his or her individual development. As a part of our curriculum we recognize and celebrate many holidays throughout the year. Our curriculum is diverse and creative to help children gain knowledge of other cultures and beliefs.

Each classroom has a daily schedule posted on the parent board for easy reference. This schedule includes activities for the day from the time the school opens until closing. The schedule acts as a guide only; allowances are made for unexpected events or a child's specific needs. A written schedule of planned events and activities is posted on Monday of each week. The plan includes age-appropriate activities in a variety of developmental areas, including social, emotional, intellectual and physical. These activities allow the child the choice to participate either as part of the group, or individually.

Age Range of Children Served

Our schools serve children from 6 weeks to 12 years of age. We offer full-time care and part-time options.

School Age Program

A Before and After School Program is available at select locations during the school year for children attending kindergarten through fifth grade. Our in-house vehicle service provides transportation from ACWLC to area public schools, before and after school hours, starting when needed. Your Director can provide details as to available transportation. In addition, children may be dropped off or picked up at ACWLC by their designated school bus. In these instances, an ACWLC staff member will accompany children to and from the school bus to ensure they have safely arrived and departed as required. Children who eat breakfast at A Child's World Learning Center will need to arrive in adequate time to finish their meal prior to leaving for school. Full-day child care is also available for school age children when public schools are closed. In order for our classes to remain in ratio and developmentally appropriate, we are unable to provide full-day care on days when public schools are open. Children who may be absent from public school during regular hours may arrive at the normal afternoon time and participate in the After School Program as usual provided they are not sick. We also provide a fall/winter/spring break care and a summer camp that offer the children full-time care with a variety of fun and educational activities.

Arrival

A Child's World Learning Center opens weekdays at 6:30am. In order to ensure efficient daily school operations and classroom schedules, children will need to be dropped off by 10 a.m. If your child has not

arrived by 10 a.m., we will assume he/she will not be attending for the day. If your child is going to be absent, please call or email by 9 a.m. to let us know and we will inform the teachers. If your child will be consistently arriving past 10 a.m. as part of a daily fixed schedule, please discuss and confirm these arrangements with management in advance. Finally, children are allowed to be in care for a maximum of ten hours per day, except under extenuating circumstances. Please communicate with the school in the event of an emergency.

Our team members are expected to leave personal cell phones in their vehicles or locked up in cabinets. They are never to be out in the classrooms used for phone conversations, text messaging, Facetime, taking pictures, videos, etc. On this same note, we ask parents to refrain from any type of cell phone use while in the classrooms. Taking photos, videos, or engaging in communications with people outside of the building can be a violation of the privacy of other children in the classroom as well as teachers. Furthermore, it is important for parents to give these few minutes of attention to their children at the beginning and end of each school day, and to be available for communicating with teachers as needed.

Parents or guardians are required to deliver their child to his or her classroom, notify the educator in charge of the child's arrival and sign or check the child in as appropriate. Children should arrive to school with unsoiled clothing, including diapers, pull-ups, or underwear as appropriate, and with all needed items for the day (change of clothes, coats/hats/gloves and shoes for outdoor play, extra diapers/pull-ups, clean/labeled/dated bottles or sippy cups, and any other items developmentally appropriate for his/her age and personal needs). If a child runs out of diapers or pull-ups while at school, five (5) of the correct size item will be given to them in the classroom and the account will be charged $10. Infants who are beginning to pull-up need to wear foot coverings with non-slip soles (grippy socks are okay), and protective footwear once they begin to go outdoors (such as leather moccasins or shoes). Parents must take their child to wash his or her hands upon arrival. Children may not be left unaccompanied in the parking lot, dropped off at the front entrance, or left in the playground, lobby or halls. Parents are responsible for the child's safety until the educator has been notified of the child's arrival and can accept them while remaining in ratio. Once the child is in the classroom and has been delivered, the educator will take charge of the child and assume liability for their safety and instruction. In instances where a parent chooses to remain in the classroom after this transfer has occurred, the educator will still take charge of the child unless the parent removes the child from the classroom. In instances where a parent remains in the classroom to observe following the transfer, the parent is asked to honor this policy and allow the educator to instruct the child without interference or comment. Parents are reminded that drop-off time is best when kept brief and allowing the child to join into the regularly-scheduled activities of the class.

Children will play outdoors daily, except during inclement weather or when the Air Quality Index indicates that outdoor time must be limited or avoided. Children under two years old will play outside if the playground is dry and the temperature is 32 degrees or above. Children over two will go outside daily for short periods of time unless it is severely cold. Children must be well enough to participate in activities to be in attendance.

Full-Day Program Schedules

Our full-day schedules are followed as a way to ensure that your child has the comfortable routine that they desire. Our schedules also ensure that parents can take comfort in knowing what their child is doing throughout the day. Schedules may vary depending on individual routines and nap times. Diaper changes are made every two hours, or as needed, unless a written note from the parents indicates otherwise.

Bathroom breaks and frequent sanitation breaks (hand washing) are also taken as needed. Typical full-day schedules are provided on the following pages.

Typical Infant Schedule

6:30 am – 9:30 am	School opens, breakfast and free choice activities
9:30 am – 10:15 am	Teacher directed, age-appropriate activities
10:15 am – 10:45 am	Outside time/Gross motor skill activities
10:45 am – 11:15 am	Lunch time and free choice activities
11: 15 am – 2:00 pm	Nap time and free choice activities
2:00 pm – 2:30 pm	Afternoon snack and free choice activities
2:30 pm – 3:00 pm	Outside time/Gross motor skill activities
3:00 pm – 3:30 pm	Teacher directed, age-appropriate activities
3:30 pm – 6:00 pm	Free choice activities, prepare for departure by 6:00 pm

Typical Toddler Schedule

6:30 am – 7:30 am	School opens, free choice activities
7:30 am – 8:30 am	Breakfast and free choice activities
8:30 am – 9:00 am	Diaper change and free choice activities
9:00 am – 9:30 am	Outside time/Gross motor skill activities
9:30 am – 10:00 am	Diaper change and clean up/Storytime
10:00 am – 10:45 am	Group time/Teacher directed, age-appropriate activities
10:45 am – 11:15 am	Lunch time
11:15 am – 11:45 am	Clean up and prepare for rest time
11:45 am – 2:00 pm	Nap time
2:00 pm – 2:30 pm	Diaper change and clean up/Storytime
2:30 pm – 3:00 pm	Afternoon snack
3:00 pm – 3:30 pm	Outside time/Gross motor skill activities
3:30 pm – 4:00 pm	Group time/Teacher directed, age-appropriate activities
4:00 pm – 4:30 pm	Diaper change and music time
4:30 pm – 6:00 pm	Free choice activities, prepare for departure by 6:00 pm

Typical Twos Schedule

6:30 am – 7:30 am	School opens, free choice activities
7:30 am – 8:30 am	Breakfast and manipulatives
8:30 am – 9:00 am	Diaper change/Bathroom break and free choice activities
9:00 am – 9:30 am	Group time/Teacher directed, age-appropriate activities
9:30 am – 10:00 am	Outside time/Gross motor skill activities
10:00 am – 10:30 am	Diaper change/Bathroom break
10:30 am – 11:00 am	Storytime
11:00 am – 11:30 am	Lunch time
11:30 am – 11:45 am	Clean up and prepare for rest time
11:45 am – 2:00 pm	Nap time
2:00 pm – 2:30 pm	Diaper change/Bathroom break and clean up/Storytime
2:30 pm – 3:00 pm	Afternoon snack
3:00 pm – 3:30 pm	Outside time/Gross motor skill activities
3:30 pm – 4:00 pm	Group time/Teacher directed, age-appropriate activities
4:00 pm – 4:30 pm	Diaper change/Bathroom break
4:30 pm – 5:30 pm	Free choice activities, prepare for departure by 6:00 pm

Typical Threes Schedule

6:30 am – 7:30 am	School opens, free choice activities
7:30 am – 8:30 am	Breakfast and manipulatives
8:30 am – 9:30 am	Bathroom break and free choice activities
9:30 am – 10:15 am	Outside time/Gross motor skill activities
10:15 am – 10:45 am	Group time/Teacher directed, age-appropriate activities
10:45 am – 11:15 am	Bathroom break and storytime
11:15 am – 11:30 am	Lunch time
11:30 am – 12:00 pm	Bathroom break and prepare for rest time
12:00 pm – 2:00 pm	Nap time
2:00 pm – 2:30 pm	Bathroom break and manipulatives
2:30 pm – 3:00 pm	Afternoon snack
3:00 pm – 3:30 pm	Outside time/Gross motor skill activities
3:30 pm – 4:00 pm	Group time/Teacher directed, age-appropriate activities
4:00 pm – 4:30 pm	Bathroom break
4:30 pm – 6:00 pm	Free choice activities, prepare for departure by 6:00 pm

Typical Pre-Kindergarten Schedule

6:30 am	School opens, manipulatives
7:30 am – 8:30 am	Breakfast and manipulatives
8:30 am – 9:30 am	Bathroom break and free choice activities
9:30 am – 10:00 am	Group time/Teacher directed, age-appropriate activities
10:00 am – 10:30 am	Small group activity
10:30 am – 11:00 am	Outside time/Gross motor skill activities
11:00 am- 11:30 am	Bathroom break
11:30 am – 12:00 pm	Lunch
12:00 pm – 2:00 pm	Nap time
2:00 pm – 2:30 pm	Bathroom break and storytime
2:30 pm – 3:00 pm	Afternoon snack
3:00 pm – 3:30 pm	Group time/Teacher directed, age-appropriate activities
3:30 pm – 4:00 pm	Outside time/Gross motor skill activities
4:00 pm – 4:30 pm	Bathroom break
4:30 pm – 6:00 pm	Free choice activities, prepare for departure by 6:00 pm

Typical Full-Day Schedule for School Age Children

6:30 am – 7:30 am	School opens, arrival/greetings, and free choice activities
7:30 am – 8:30 am	Breakfast
8:30 am – 9:30 am	Planning/Preparations for the day
9:30 am – 10:30 am	Planned activity time or scheduled field trips
10:30 am – 11:00 am	Group time/Teacher directed, age-appropriate activities
11:00 am – 11:30 am	Outside time/Gross motor skill activities
11:30 am – 12:00 pm	Cool down/Quiet activities for transition to lunch time
12:00 pm – 12:30 pm	Lunch
12:30 pm – 2:00 pm	Rest and quiet activities
2:00 pm – 2:30 pm	Group time/Teacher directed, age-appropriate activities
2:30 pm – 3:00 pm	Snack
3:00 pm – 3:30 pm	Free choice activities – activity areas, projects, games, etc
3:30 pm – 4:00 pm	Project time – planning
4:00 pm – 4:30 pm	Outside time/Gross motor skill activities
4:30 pm – 6:00 pm	Free choice activities, prepare for departure by 6:00 pm

Your Child's First Day

Transitions can often be difficult for both parents and children. We are here to make that process as smooth as possible for everyone. Prior to enrollment, we will show every family around the school, including playgrounds, activity rooms, car seat storage areas, and more. Parents and child(ren) will meet the teachers and be invited to spend accompanied time in the classroom. You will be given information

on webcams, our daily activity mobile app, extracurricular activities, and a current Family Handbook and invited to explore it all and ask any questions you may have. Once the big day arrives, the family will be welcomed into the classroom and shown where the child's cubby is located. Children like to have a safe place for their belongings, and they are welcome to bring in family photos for the classroom walls. Children will be shown where to wash their hands each day upon arrival, and directed to the appropriate activity for their arrival time. For many children, transitions are easier when food is offered; if this is the case for your child, we strongly encourage you to arrive in time for them to eat breakfast with their friends.

Furthermore, when a child is ready to move up to the next classroom, we allow them a period of transition involving progressively longer visits and time to acclimate to the new teachers and surroundings. Current teachers will share information with new teachers and transfer all of the child's belongings to the next class. Parents are invited to meet new teachers and ask any questions they may have about the next age group. They will also be given welcome packets with special class activity day information such as Show-N-Tell, Book Day, Water Play, and more.

Departure

A Child's World Learning Center closes weekdays at 6:00 p.m. and it is expected that all parents will pick up their children prior to closing. There is a late fee charged for children left at the school past the designated closing time; $25.00 is assessed immediately at 6:01 pm and an additional $10.00 is charged at every 5-minute increment thereafter. This amount is due at pick-up or will be added to the child's weekly account and subject to regular payment collection policies. Parents should notify ACWLC as soon as they are aware that they may be late picking up the child in order for adequate staffing arrangements to be made.

Parents should sign or check their child out upon departure from our school. Once the parent arrives in the classroom and assumes possession of the child, they should make the educator aware that they have the child. At this point, the child becomes the responsibility of the parent. Parents should hold the child by the hand or keep them safely nearby once they have exited the classroom. While parents may wish to use the pick-up as an opportunity to discuss their child's day with the educator, this may not be possible as supervision of the entire classroom is the immediate priority for the educator. For this reason, parents are encouraged to call during naptime or schedule conferences when they need to discuss their child with a teacher.

Release Authorization

Parents or guardians designate in the Enrollment Application those people who may pick up their child. Minor children (under the age of 16) cannot be placed on the pick-up list. A summary of this list is available in each classroom. Educators will check the list to make sure the child is released to the proper person. The list is updated as parents make changes. A Child's World Learning Center assumes no responsibility for inaccurate information provided in the Enrollment Application. Additionally, parents or guardians must make permanent changes concerning authorized pick-up in writing. If our staff questions a person's identity or authorization to pick up the child, they will request picture identification. If still unsure, an effort will be made to contact the parent or guardian for permission to release the child. If contact cannot be made, the child will not be released until the parent or another designated person on

the pick-up list can be contacted. Parents should notify the center in writing when someone other than those already designated will be picking up the child. Telephone calls granting pick-up permission will not be accepted unless the identity of the authorized person calling can be fully confirmed. Registered sex offenders are not allowed on the premises of ACWLC, Inc. (including building, parking lot, playground, etc.) regardless of his/her relationship to the enrolled child. If the only parent/guardian/adult responsible for a potential enrollee is a registered sex offender, the child will not be eligible for enrollment in any of ACWLC's facilities.

Custody Arrangements

A Child's World Learning Center's staff will not become involved in disagreements between custodial parents or others. Our responsibility lies with the parent enrolling the child; any parent not included in the Enrollment Application will need to provide legal documentation proving s/he as such. Both legal parents are assumed to have privileges for pick-up, delivery or observation unless otherwise specifically designated in the Enrollment Application. In instances where one parent has been formally denied access to the child, legal custody papers stating such must be provided to the center. If a parent fails to honor this custody arrangement and attempts to remove the child from the premises, staff will contact the police immediately. If the custody arrangement changes after the child is enrolled in our program, management will conference with each teacher regarding the change in the release authorization. Each staff member will be required to formally document that they are aware of the change. The documentation will be placed in the child's file and the information will be entered into the center's records. A new information sheet will then be given to the lead teacher reflecting the change of release authorization.

Entrance Security

A number-pad door lock security system has been installed at the main entrance of all schools to control access to the learning centers by staff, parents and visitors. Once your child has been enrolled in our program, management will provide you with the security code so that you can gain entrance to the facility. It is extremely important that you use discretion in sharing this code. We encourage parents not to share the code with their children. At the same time, we will not share the codes for parents with anyone other than management staff. Staff members have their own personal access codes while visitors are allowed in only after ringing the door bell and being personally admitted by staff. If you have arranged for a special pick-up we ask that you do not give them the security code; they can gain access to the facility by ringing the bell and being admitted by our staff. Holding the door to allow others to enter, while considerate, may allow someone to enter who is not authorized to have access. We strongly encourage all individuals to enter only after they have keyed the approved security code.

Registration, Tuition, and Fees

A non-refundable registration fee is due when the completed New Enrollee Information form is returned to the center, or in order for the child to otherwise officially be placed on the waiting list. New enrollee registration fees are prorated if the child begins after November 1st. Annual registration fees are due each year by January 15th. Please refer to the tuition sheet for your school for current fees. Families enrolled through any Subsidized Care Programs are required to pay the registration fee directly to the school.

The tuition structure is evaluated and set annually. Weekly fees should be paid in advance each Monday in order to reserve your child's place in our program. The required form of payment is an automatic account through LineLeader. A processing fee will be added to any other form of payment. A $40.00 late fee is automatically assessed to any account not cleared by the close of business each Wednesday. Please note that if a holiday falls on a Monday during which ACWLC will be closed, fees will be collected the preceding Friday. Repeated late payments are cause for dismissal from the program. Parents of children enrolled through Subsidized Care Programs are charged a late fee of $40 after the 5th of the month. The account is then due in full by the 15th.

A $50 fee will be charged for all returned checks or declined payments. In addition to the returned payment fee, a late charge may be added to the account each week the account remains delinquent. Payment via certified funds, point-of-sale credit/debit card, or a change in the payment method on file may be required after multiple declines, in which case a processing fee will also be added.

Registered drop-in children have priority for all drop-in spaces. Drop-in care is based on the space available in each classroom.

Subsidized Care Policy

Listed below are the ACWLC policies regarding child care services for Subsidized Care Programs:

- The same registration fee requirements apply to children receiving childcare subsidy vouchers or participating in any other supplement program.
- Vouchers must be completed and received by the Director prior to the child's start date. The parent fee is determined by the subsidy agency and stated on the voucher.
- Subsidy programs may not pay the full market rate equivalent to ACWLC's current tuition rates. There may be an additional fee charged each month per child. See your Director for details on the current additional fee amount.
- Parents are subject to attendance requirements as determined by the program in which they are participating:
    - NC DHHS allows ten absences per month. If a child is absent more than ten days in any given month the subsidy payment made to ACWLC will be shorted and this shortage will be posted to the child's ledger card and become the parent's responsibility.
    - Smart Start of Forsyth County may short payments when a child is absent for more than five consecutive, or ten total days in a given month. Any shortage in expected payment will be passed on to the parent.
    - Shortages in payment for any other program will also become the parent's responsibility.
- All parent fees and any balances remaining after the Subsidized Care payment are the responsibility of the parents and must be paid promptly. Parent fees are due in full by the 5th of each month, unless your school has offered an alternate arrangement. Late fees will be assessed accordingly.

Inclement Weather

Because we respect your work schedule, we make every effort to open the schools during inclement weather. Should severe weather prevent any school from opening on time, or at all, information regarding a change in schedule(s) will be posted on each school's Facebook page and/or sent via email or parent

app. An announcement may also be made on WXII Channel 12. In the event of early dismissal, parents will be contacted by email/parent app and/or phone. No tuition credit is given for closings due to inclement weather.

Parking Lot and Street Safety

Children should remain with their parents when crossing the parking lot as parking lots can be extremely dangerous for children. Parents should drive slowly and with caution, and watch for other children in the parking lot who may have become separated from their parents. Parents are also reminded of the importance of holding children safely by the hand or in the car with the door safely closed if they stop to converse with other parents. Accidents happen very quickly and a few precautions can improve safety a great deal. Parents should take care not to block traffic by parking in unauthorized spaces or lanes.

Communication

Open communication between staff and families is essential to the success of the program and the children's well-being. Please feel free to bring a note or send messages through the parent app with any information you may have for a specific staff member concerning your child. Daily information is available through our mobile app describing your child's activities and experiences and we post frequent flyers within the school with current special activity information. Other timely information is displayed on the electronic monitors installed in each school entrance. When appropriate, staff will contact parents directly by phone, email or through other written communication. In instances where we need to contact parents at home or work, it is important that we have current information on file. To maintain current files we ask that you notify us immediately when there is a change in the contact information regarding your child. Every year we will ask you to review this information to provide any updates and to make sure it is correct.

Web-Based Cameras

Our schools are equipped with webcams in each classroom and on each playground. Parents are permitted an allotment of time each day to log in and view live cameras assigned to their child. Because cameras show all children in the group, parents are not allowed to take screen shots while viewing. Doing so will result in that log-in being terminated immediately and the account will be frozen for 24 hours. Each family is granted one set of login credentials and multiple family members will not be granted additional access. Camera access will not be changed if a child spends a short amount of time in an alternate classroom. Parents are not allowed to view recorded video footage at any time. Any concerns that arise from camera viewing should be brought to the attention of the management team, who will address the situation.

Clothing

As our programs involve hands-on activities, please dress your child in washable and sturdy play clothes for school. Although we use smocks for messy activities, the children's clothes still often get dirty. Clothing should fit the child appropriately and not pose a safety hazard. Tennis shoes are strongly encouraged as they are more comfortable and better suited for running and jumping. We discourage mules and sandals as they tend to inhibit freedom of movement and may pose a hazard on the playground in regards to sand or mulch.

All children need an extra set of labeled, seasonal clothing in their cubby at all times. Children can become upset if they have accidents and do not have a proper change of clothing available. If a child needs a change of clothing for any reason and does not have any of their own at school, s/he will be given a set of clothes from the school and the account will be charged $10. The schools do not launder clothing in the event that it becomes soiled during the school day. To help prevent lost clothing clearly mark your child's name on jackets, sweaters and any extra clothing brought to school. ACWLC is not responsible for items that are damaged or lost. ACWLC will not be liable for clothing or other personal property left at the school for more than 30 days after a family has disenrolled from the program. Please note that children ages two and under may not wear beads or small rubber bands in their hair, as they may fall out and become a choking hazard. Amber teething necklaces are also considered a choking hazard and are not allowed in school.

Possessions

Each child has a specially marked cubby for his or her personal belongings. Please check your child's cubby each day to take home items that need not remain at school. Under each cubby you will find a hook to hang your child's book bag and jacket. Sometimes children may want to bring special toys or newfound treasures to school to use as a "bridge" between home and school. We try to discourage this because it can lead to problems with other children and the possible loss of special toys. We have a wide variety of materials as well as many opportunities to work on sharing at school. We encourage you to have your child to leave personal belongings at home. ACWLC is not responsible for items damaged or lost at school. ACWLC will not be liable for toys, possessions, or other personal property left for more than 30 days or after a family has disenrolled from the program.

Play guns, weapons or other toys that encourage aggressive play are never welcome in our classrooms. We are trying to build cooperation and concern for one another in our school; these items promote aggression, competition and hostile feelings. Please leave these items at home.

Field Trips

Field trips are educational and fun and are an extension of our learning environment. The pre-kindergarten and school age children participate in field trips throughout the year. A Field Trip Authorization form will be posted for signature before each field trip, and include all information concerning the event. We are also required to have signed permission for your child to be transported by an adult other than an authorized ACWLC driver, in the rare event we have parent drivers. Please note that children cannot be picked up or dropped off at the field trip location. This rule may also be subject to management's discretion. Parents are required to provide a child restraint device (car seat) for children less than 8 years of age or weighing less than 80 pounds. If a child does not have signed permission, money (if needed), or a proper child restraint device on the day of the field trip, they may not participate. Children not eligible to participate in the field trip (for any reason) with their class may not attend A Child's World Learning Center for the time period the class is away on the day's adventure. The school is staffed to meet the needs of the daily schedules, and we are not equipped to accommodate individual children not attending the field trip. Children who have displayed disciplinary challenges may not be allowed to participate in field trips, or may be required to have a chaperone. Management

will discuss with parent/guardian prior to the event. Child companions are welcome to attend and participate in field trips, but will not be responsible for any child, as children must be in the care of ACWLC staff at all times. Child companions must also provide emergency contact information prior to the field trip.

Birthdays

Children are invited to celebrate their birthdays at school and parents are always welcome to assist with their child's birthday celebration. Birthdays are celebrated during the afternoon class snack; please notify your child's teacher 72 hours in advance so they may inform other parents of the items you plan to bring, and arrangements can be made. For example, if a child has a gluten allergy and you are bringing traditional cupcakes, that parent has time to provide a gluten-free cupcake for his/her child if desired. If you wish to provide snacks and/or treat bags the teacher can provide you with the number of children participating. Food items must be purchased, contain no nuts or peanut butter, and be age appropriate for those children being served. Juice must be 100% juice. For treat bags, please make sure the items in the bag are age appropriate as well. Please note that candles and balloons of any type cannot be brought into the center. In compliance with fire codes we are unable to light candles at a birthday party.

If a birthday is to be celebrated away from the school and the entire class is not invited, please be considerate of the other children's feelings and bring the invitations to the center office. Staff will see to their distribution.

Parent Involvement

Parents are always welcome to come and be a part of their child's day at school. Therefore, we have an "open door" policy allowing parents to visit our schools at anytime without disrupting the group's schedule or activities. There are opportunities throughout the year in which parents may volunteer including class parties, teacher appreciation week, and other events. If you would like to volunteer in your child's classroom, please see center management or your child's teacher. When volunteering, please allow the teacher in charge to address all disciplinary needs. Your participation is always appreciated.

Health

Medical and emergency information forms must be on file before your child can enter school. All immunizations must be current. Religious or medical exemptions are not accepted.

The safety and well-being of the children in our care is a top priority. This includes their general health and physical condition, which determines their ability to participate in group care each day. Our trained educators are NOT medical professionals, but are committed to maintaining the safest environment possible for all children. When general, informal assessments of a child's physical health raise concerns as to his/her overall well-being or threat of contagion, parents will be notified and may be asked to temporarily remove the child from care. Your child may return to the program when he/she has been symptom-free and without medication for 24 hours, or when accompanied by a doctor's note stating that he/she is not at risk of infecting other children. In an unusual event such as a global pandemic, different requirements may apply. Management reserves the right to use discretion at any time. As working professionals, ourselves, we recognize that time off from work is costly for everyone; we value your work

schedule and know that it may pose a hardship when your child is not able to attend school. With that in mind, and while also knowing you share our commitment to a safe, healthy environment, our educators use the following guidelines to assess each child's general health.

Symptoms that cause may concern and require special attention:

- Sudden pallor, clamminess or blushing of skin
- Wheezing, shortness of breath
- Unusual number of trips to the toilet
- Rash, soreness or swelling
- Headaches or stomach aches
- Vomiting or gagging
- Crossed eyes or poor vision
- Sleepiness or listlessness
- Poor hearing
- Unusual aggressiveness or irritability
- Unclear speech
- Watery, inflamed eyes or crusty eyelids
- Scratching skin
- Glazed appearance of eyes
- Runny nose, sneezing, coughing
- Other particular symptoms related to current health situations

We do care for mildly ill children whenever possible as long as the child can participate in normal program activities. The following conditions constitute what we consider to be "mildly ill":

- The child has a temperature of less than 101 degrees; provided more strict requirements are not in place due to current health situations.
- The child has not had watery stools or an increased number of loose bowel movements.
- The child has not vomited twice at the center.
- The child does not have discharge from his eyes.
- The child does not have scabies or lice.
- The child does not have any open, leaking, or oozing sores.
- The child does not have any uncovered or uncontrolled areas of bleeding.
- The child has not been instructed by a physician to remain separate from other children.
- The child does not have a contagious disease.
- The child is able to participate in daily activities, including outdoor play.
- The child does not show signs that could harm his or her health or the well-being of others in the program.

The following illnesses will require a five (5) day minimum absence from school with improvements of symptoms and ability to participate in daily scheduled activities:

- Hand, Foot, and Mouth Disease (HFMD)
- The Influenza Virus (flu)
- Respiratory Syncytial Virus Infection (RSV).

Children diagnosed with HFMD may return to our program after a period of five (5) days and there must be no open/leaking sores on your child in order for them to return. In addition to this criteria, your child's return after any of these diagnoses is still subject to school management's discretion. Furthermore, global pandemics or other current health crises may require alternate return policies, to be discussed with you by management should the situation arise.

If your child becomes ill while attending A Child's World Learning Center, s/he will be removed from the class and kept away from other children in an administrative office. You will be contacted and required to pick up your child within the hour. If you are unable to be reached, we will notify the emergency contact(s) on file for your child. Management's discretion may be used in any situation.

Healthy Family Resources

We have a variety of resources to call upon for consultation regarding the needs of the center or children. This includes local health departments, state childcare consultants, behavioral, occupational, physical, and speech therapists, preschool intake specialists for children with special needs, and more. If you feel your child may need services, please see your Director for more information. We also partner with local health companies to provide on-site annual preliminary vision and dental screenings free of charge, as well as local schools systems to provide speech screenings and other requested evaluations.

Medication

Parents are encouraged to administer medications to children at home whenever possible. However, we realize there are some situations that require children to receive medication while at school and we are prepared to provide this service. In order to protect the child, prevent potential accidents and facilitate the proper administration of all medications, we utilize the following policies:

1. All medications are stored securely in the school office. Only emergency medications, such as Epi-pens, are allowed in the classroom.
2. No medication is administered to the child without written instructions from the parents, and an action plan must be on file for chronic or emergent situations.
3. The medication form must be properly completed and signed by a parent before any medication will be administered.
4. The designated administrative staff member administers all medication. Medication is administered at lunch only (unless it is for a chronic condition).
5. No medication is administered to a child after the authorization date.
6. Fever reducing medicine is administered to a child for pain only with a statement from the physician.
7. Prescribed medication must be in the original container bearing the pharmacist's label which lists the child's name, date the prescription was filled, and directions for dosage, or must be

accompanied by written instructions for dosage, dated and signed by the prescribing physician or health professional.

8. Prescribed medication will be administered only to the person for whom the prescription was written.
9. No medication is ever given on an as-needed basis without a statement from the child's physician with written instructions stating specific incidences when the medicine should be administered and the length of time for the permission (not to exceed six months).
10. In addition to providing a physician's note, parental permission for administering non prescription medication must include the child's name, name of medication, dosage instructions and parent's signature and date.
11. All leftover medication should be picked up at the end of the week. If the medication is left at the school one week after the treatment date, the medication is destroyed.
12. Non-prescription medication will only be given if it is age-appropriate for the child and with a statement from the physician.

Meal-Time

Mealtime is a very important time for children as it provides another opportunity for exploration and growth. Therefore, we encourage children to try all the foods that are served unless they are prohibited from eating them due to allergies, dietary restrictions or religious considerations. All of our menus are prepared in accordance with USDA Child and Adult Care Food Program (CACFP) guidelines to ensure that the meals and snacks we serve are nutritionally balanced. Breakfast is served from 7:30 a.m. to 8:30 a.m., lunch is served at 10:45 a.m. (beginning with the youngest children) and the afternoon snack is served at 2:30 p.m. Children must be in attendance at mealtimes in order to be served. Parents should notify the school if they plan to arrive with their child after 10:00 a.m. in order for their child to be added to the lunch count. Our menus rotate regularly and are posted on the parent board at the entrance area.

Peanuts, peanut butter, and other nuts are not included on our menus. Outside foods must also be free of nuts. However, staff may have nut-containing items in their personal lunches and items purchased through our food service provider may have been processed in a facility which also processes nuts or other allergens. Also, there may be children on site who require almond milk due to soy and dairy allergies. Please fully communicate any concerns with your child's teacher.

Outside food is not allowed unless there are documented dietary, medical or religious considerations. If a child is unable to eat the foods we are serving, the parents will be responsible for supplying the substituted foods. If the child is 15 months old or older, a doctor's note is required for medically required substitutions. We believe it to be much easier for the child if the substituted food is similar to the foods the other children in the class are eating. These foods must meet the nutritional requirements and must be stored properly. Some classes participate in a traditional Christian blessing at mealtimes. Children are not required to participate.

We recognize that for various reasons (no appetite, illness, etc.) children are not always hungry and may not want to eat during mealtimes or snack breaks. We never force children to eat and food is never used as a reward or punishment.

Nap-Time

Nap time, which follows lunch, is a very important part of the day since most of the children need this time to "regroup" from the morning activities. ACWLC provides cribs, mats and/or cots for the children based on age and classroom. ACWLC provides sheets and parents may bring a blanket, small pillow or soft toy to help their child become more comfortable for rest time. We try to accommodate each child's sleep needs; however, all children rest quietly for at least forty-five minutes each day. After the rest period, those children who are awake may participate in quiet activity until nap time is over.

Safe Environment

A Child's World Learning Centers join parents in making the child's safety their first priority. Children have a natural tendency to climb, explore, jump or otherwise exert themselves physically. We encourage this important component of each child's development and have created an environment designed to ensure the physical safety of the children. Our facilities place few restrictions on children so their natural curiosity can soar and their physical bodies adequately exercised.

To help ensure the safety of our children, small objects that could be swallowed are not allowed. Children are not allowed to bring unsuitable objects from home to ACWLC. Hair beads are not allowed and jewelry is not recommended due to the potential choking hazard. If a parent chooses to allow their child to wear jewelry and a safety issue arises with the child or other children, the jewelry will be removed and placed in the child's cubby.

Emergency Plans

In the event of an emergency, each classroom has a clear evacuation route (posted by the exit door), as well as a designated safe haven room with lockable door and no windows. All classrooms participate in monthly drills for both evacuation and locking down. In the event of an emergency, parents will be notified via phone calls, mobile parent app, emails, or any other means necessary until every parent is reached.

Accidents/Injury Reporting

In the event of an accident that involves potential bodily injury above the shoulder area or where bleeding is present a parent/guardian will be notified immediately. A staff member will contact one of the parents/guardians to report and discuss the incident. The supervising staff member will complete a written incident report providing details of the accident. The signed report will be placed in the child's file and the parents will receive a copy. If medical treatment is required, a copy of the incident report will also be sent to the State Licensing Consultant. A Child's World Learning Center is not financially responsible for any medical bills or therapy associated with the treatment of a child's injury sustained while in our care.

Discipline and Guidance

There are three important lessons we strive to teach our children each day: Be Safe, Be Neat and Be Kind. Through this social instruction we hope to teach children to respect the rights of others, to avoid danger and to take proper care of themselves and their environment. We also believe that children have the right to not be hurt, the right to be spared unnecessary discomfort and the right to hold safely their own possessions.

Our professional educators are committed to providing a loving, nurturing environment for all our children. By planning developmentally appropriate activities, arranging the environment so that it is conducive to learning, and teaching appropriate behavior through positive reinforcement, we create a positive, comfortable and learning-friendly atmosphere in which children can flourish. Most importantly, we love and nurture each and every child so that they feel good about themselves and have the best chance for developing a positive self-image.

Because we adhere closely to this philosophy of positively-focused discipline, we are very successful in helping children learn and grow in a group environment. However, not every child adjusts as quickly as others and some children can experience difficulty in child care. When that is the case, we will make every effort to work with the parents to establish consistency in the child's environment and do all we can to aid the child in overcoming their challenges. We are here to serve and protect all of our children. In an instance where a child is displaying chronic disruptive behavior which has been determined to be upsetting to the physical and emotional well-being of another child, the following actions may be required:

- Initial Consultation - The Director may require the parents of any child who attends the center to meet for a conference. Goals will be established and the parents will be involved in creating approaches to solving the problem.
- Second Consultation - If the initial plan for helping the child fails, the parents will again be asked to meet with the Director. Another attempt will be made to identify the problem, identify new approaches to solving the problem and discuss the consequences if progress is not apparent.
- Suspension - Should efforts based on previous consultations with parents and staff fail to bring about substantive change and no measurable progress has been made in solving the problem, the child may be suspended from A Child's World Learning Center indefinitely. The Director may immediately suspend a child exhibiting behavior that is harmful to themselves or others. A parent may be called at any time their child exhibits uncontrollable behavior that cannot be modified by he childcare staff. The parent may be asked to take the child home immediately. Suspension from school may vary from a few hours to complete termination of care.

Holidays

Our schools will be closed in observance of the following holidays: New Year's Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving (two days), and two days at Christmas. Holidays falling on Saturday will be observed on the previous Friday. Holidays falling on Sunday will be observed on the following Monday.

Teacher Work-Days

In addition to annual Holidays observed by ACWLC families and team members, ACWLC will be closed one additional day to be used as a Teacher Work-Day. These days may vary among MLK Day, Presidents Day, Veterans Day, or another day that we identify as appropriate, and will be important development days for our teachers as they participate in essential training workshops and work to enhance the learning environment of the classrooms. Any additional scheduled Teacher Workday periods (such as a half-day on the Thursday before Good Friday, or a half-day on last weekday in August prior to public schools starting) will be announced to parents with a minimum of two months' notice.

Toilet Training

Toilet training can be a slow process and we believe the child should not be rushed during this effort. Consistency between home and school is the key to success and we work closely with parents to facilitate this critical developmental period. Our toilets are child-sized so that the children feel comfortable and more at ease. We begin toilet training in our two-year old room. Parents are encouraged to dress children in 5ply underwear with plastic pants or pull-ups and easily removable clothing. Pull-ups are not permitted in the three-year old classroom since there is not a diaper changing area in that classroom. It is essential that the children have adequate changes of clothing at the center to help minimize the frustration that can result from accidents during the beginning stages of toilet training. If an accident occurs and a child does not have a change of clothes, an appropriate one will be provided and the account will be charged $10.

Screen Time

At specified times during the week, and for designated periods of time, the children may be given the opportunity for screen time. For twos and threes, this is limited to 30 minutes per week while PreK children may experience up to one hour each week and school-agers are permitted two hours of viewing during the week. Chosen videos or screen time must be developmentally appropriate, related to the current curriculum, and documented by the teacher. This is a free choice activity and other activities are provided for those who do not wish to participate.

Child Abuse, Neglect, and Maltreatment

Staff members are required by law to report any suspected child abuse, neglect, or maltreatment. General welfare/health checks are done each morning for every child. In the event we feel your child is experiencing any mistreatment, the observing staff member will report that information to the Director or Assistant Director, who will contact the Department of Social Services. It is our professional obligation and our moral duty to protect every child.

Biting

Young children bite for several reasons including teething, hunger, anger, competition and frustration when unable to verbally express their wants or needs. It is important for parents to understand that this is not uncommon behavior and a normal stage of child development. At the same time, we make every effort to prevent this type of incident from occurring by creating an environment that is calm, secure and provides special attention to those children who are inclined to bite. Steps we take to prevent biting

include breaking into small groups, maintaining the children's sense of security and stability, engaging the children, calming the children after excitement and avoiding combinations of children that might lead to conflict.

Inappropriate Language

The use of inappropriate language by parents, staff or children is not accepted at A Child's World Learning Center. While we understand that a child at the preschool age will say things they have overheard, it is the shared responsibility of the staff and parents to set a proper example for the children.

Prohibited Items

Tobacco products, including smokeless or electronic tobacco items, alcohol, prohibited substances, and firearms are not allowed on the campus of A Child's World Learning Center. Parents, staff members and visitors are not allowed to smoke on the premises, including in their vehicles in the parking lot during drop off/pick up. Furthermore, parents may not enter the building smelling of smoke of any kind, and children's clothing must be free of smells in order to attend school.

Pest Control

We use appropriate pest control methods to maintain a healthy and safe environment for all families and employees. The products used are registered for such use in accordance with federal, state, and local laws. The use of any pesticide product by unlicensed persons is prohibited; therefore only individuals licensed by the State will use pesticide products and the use will be in strict accordance with the product's label.

Children with Special Needs

ACWLC acts in compliance with the Americans with Disabilities Act and other applicable federal, state, and local laws pertaining to the provision of services to children with disabilities. We strive to meet the individual needs of the child within our program structure while maintaining a safe and healthy environment for children and staff members. We will make reasonable accommodations to provide children with disabilities equal enjoyment of our program in the most integrated setting appropriate to their needs. We will assist parents with referrals or resources as needed for children who need support outside the scope of our group care.

Family Diversity

We understand that children today live in diverse family cultures and structures that differ according to sociocultural, racial, ethnic, and religious backgrounds and styles. Our educators strive to provide early learning experiences that are inclusive of family diversity and want to make all families feel welcome. We encourage you to share your background experiences with us in order to incorporate elements of them into our program.

Discharge Policy

In rare instances, participation in the program and/or the level of care being provided may not be what is best for the child. In such circumstances, the school reserves the right to terminate the child's enrollment. Grounds for termination of enrollment may also include, but are not limited to, the following:

- Non-payment of fees as scheduled.
- Lack of parental cooperation or involvement when requested.
- Abusive language or behavior by parents to anyone.
- Parents disciplining children other than their own.
- Center unable to reasonably accommodate behavior or needs of child.

Suggestions or Grievances

The most successful programs involve parents and staff working together as partners. As an element of that partnership, A Child's World Learning Center wants parents to share their thoughts and their suggestions honestly and often, via email to center management or corporate personnel. When appropriate, acknowledgement of, and response to, the suggestion may be made either directly to the parent (if the suggestion contains a name) or through one of the ACWLC communications vehicles already identified.

To help us evaluate our program and encourage your suggestions on how we may do better, we occasionally utilize parent surveys designed to allow anonymous feedback from you which is carefully considered when reviewing our existing policies and procedures.

When specific areas of concern arise for a particular family, the issue should be shared with the staff member involved or the child's classroom teacher. Staff contacted will work directly with the parents to quickly address the issue and remedy the identified problem. If additional assistance is required, the matter should be taken to the Director. If a satisfactory arrangement cannot be agreed upon, final resolution can be sought from the Chief Operations Officer, Leadership Coordinator, or President. In a situation detrimental to the child's well- being, the matter should go immediately to the Director or corporate personnel.

We will protect the confidentiality of all those involved in any dispute or grievance. Parents should realize that confidentiality is necessary to protect everyone involved and they should refrain from discussing situations that involve others. Inaccurate and unsubstantiated information, when disseminated through a program, can easily harm innocent staff or children.

Thank you for choosing us as your childhood education partner!

We are very excited that you have chosen to place your child in our school. Please feel free to contact the Director with any questions, concerns or suggestions. ACWLC corporate personnel have approved the policies in the Family Handbook and parents will be notified of any changes in writing or via email.

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

What Is Child Care?

The law defines child care as:

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

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

Child Care Centers

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

Two through Five Star Rated License

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

Child Abuse, Neglect, or Maltreatment

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

Parental Rights

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

How to Report a Problem

North Carolina law requires staff from the Division of Child Development and Early Education to investigate a child care center when there has been a complaint. Child care providers who violate the law or rules may be 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 careprovider fails to meet the child care requirements, or if you have questions, pleasecall the Division of Child Development and Early Education at 919-814-6300 or 1-800-859-0829.

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

Education and Training

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

Criminal Background Checks

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

Reviewing Facility Information

From the Division's Child Care Facility Search Site, the facility and visit documentation can be viewed http://ncchildcaresearch.dhhs.state.nc.us/search.asp?lang=English

A public file is maintained in the Division's main office **in** Raleigh for every licensed center. These files can be viewed during business hours (8am-5 pm) by contacting the Division at 919-814-6300 or 1-800-859-0829 or requested via the Division's web site at https://ncchildcare.ncdhhs.gov/

Staff/Child Ratios

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

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

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

Space and Equipment

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

Record Requirement

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

Curriculum and Activities

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

Health and Safety

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

Transportation

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

Discipline and Behavior Management

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

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

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

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

Division of Child Development and Early Education
NC Department of Health and Human Services
333 Six Forks Road Raleigh, NC 27609

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

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