

Mother Goose Early Learning Center



Student/Parent Handbook

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Welcome to Mother Goose Early Learning Center

A place to learn, love, and laugh

We understand you have a choice in childcare, and we consider it a privilege that you chose us to be an important part of your child's life and learning experience. Here we believe good relationships are built on good communication; therefore, we ask you to read the following handbook carefully and thoughtfully. It should answer most of your questions but if you have further questions feel free to ask the director.

The ages of children eligible for enrollment are birth to 5 years old. As part of our admission procedure, we request that one parent come in to view our center, talk about your expectations of us and our expectations of you and your child with our director or owner. At this time, you will be asked to complete an application for admission. During the interview we will also discuss our operational and discipline policies.

Upon notification of admission, you will receive medical forms, a discipline policy, a handbook contract, and other miscellaneous forms. **These forms must be completed before child can start school.**

Program Goals

It is our goal to support parents in the care of their children by providing a child-centered, family-oriented program, which promotes a developmental approach to the social, emotional, physical, and cognitive growth of children. We believe these areas of growth do not evolve separately, but rather support and strengthen each other. We hope to accomplish these goals by offering a child-oriented state supported curriculum (Fireflies by Funshine). Our teachers will plan educational learning experiences through nurturing, music, art, dramatic play, manipulatives, games, outdoor play, and creative activities and teacher directed activities.

Hours of Operation

We are open from 6:30 to 6:00 Monday through Friday except for the following holidays:

- New Year's Day
- President's Day
- 4th of July
(Fri or Mon if falls on weekend)
- Veterans Day
- Martin Luther King's Birthday
- Memorial Day
- Thanksgiving (Wednesday, Thursday & Friday)
- Good Friday
- Labor Day
- CHRISTmas
4 days will be taken

Arrival & Departure

When bringing children to the center, the state requires an adult to accompany the child to his/her room or the office. A sign-in/sign out tablet in the office & the infant room. We require all children to arrive by 9:00 a.m. If they are late it disrupts the flow of the classroom and can be very disruptive. We also must start cooking lunch little after 9:00 and if your child shows up late unannounced then we may not have enough food for their lunch. If arriving late becomes a habit your child will not be allowed to attend that day. If your child has an appointment, please call, and let us know what time to expect them at school. If your child

leaves for an appointment and plans on returning they must be back by 11:45 to eat lunch or by 12:15 for nap. No child can attend school after 12:15. As a courtesy if your child will be absent please give us a call.

Upon child's departure, an adult must pick up and notify staff the child is leaving. You must also sign your child/ren out by using the tablet located in the office or the infant room. If you have multiple children enrolled in our program, please remember that once you sign them out you are responsible for them. Do not let them run around the school unattended.

If someone else will be picking your child up from school, please call ahead and let us know. They must be on the pickup list on your child's application and show ID.

Inclement Weather

If there is inclement weather, we may close for the safety of the children and staff. In case of inclement weather will send out a school wide message using the Brightwheel App and Facebook. Should the weather become hazardous during our operational hours, you will be notified by phone or by a message through the Brightwheel App when to pick your child up. **We do not follow the PCS schedule for weather closures. If PCS are on a 2-hr. delay but we are NOT, then those parents who work in the school system or have other children in the school system may bring your child in by 10:00.**

Child Care Fees

- Registration Fee-is a one-time fee of \$50.00, which will hold your spot for 1 week while you plan to begin school. Once the registration fee is paid you will receive all the other paperwork that is needed for your child to attend school. Holding a spot for more than 1 week will be at the regular childcare fee.
- Childcare Fee-Infants & One Year Olds are \$185.00 per week. Two – Five Year Olds are \$175.00 per week. Multiple children families will receive a \$25.00 discount. Daycare fees are due on Mondays for the week your child attends childcare. If fees are not paid by Monday afternoon, then a late fee of \$5.00 per day is charged. If payment becomes 3 days late then services will be terminated until fee has been paid. Fees are payable weekly, biweekly, or monthly if they are in advanced. If paying by the month, please keep in mind that some months have 5 weeks. Monthly DSS payments are due the first Friday of the month (same late fee applies as above). We accept cash, check, money order, and credit card through the Brightwheel app, Venmo, and Cash App. After 2 NSF checks you will be required to pay by another form of payment. There will be a \$20.00 NSF charge for each returned check.
- If you have a DSS fee and you have not paid it by the 1st Friday of the month then DSS will be notified and a 10-day notice will be issued.
- When you enroll your child for full-time childcare services you are required to pay for 52 weeks a year regardless if your child attends due to holiday closures, sickness, vacation, pandemics, emergency closures or etc.
- When you enroll your child for one of the few part time spots we offer, you will be required to pay for at least 3 days **regardless** if your child does not attend due to holiday closures, sickness, vacation, pandemics, emergency closures or etc.

- If your child is absent, we still must pay the teacher in that classroom, and they deserve to have a few paid holidays.
- Fees may increase yearly to keep pace with the economy and to give teachers a much-needed raise.
- Vacation Time- Each Full-Time child that has been enrolled for a year is allowed 5 days of vacation time and can be taken by the day or the full week. However, to receive the vacation days credited to your account you will need to let the director know BEFORE you plan on taking the vacation days. Vacation days start over on the child's enrollment date and do not rollover from year to year.
- If you receive a DSS voucher for childcare services, you are only allowed to miss 5 days in a month before I must turn your absences in to DSS. Once your child has been absent 10 days in a month DSS may terminate services and they **WILL NOT PAY FOR DAYS AFTER THE 10TH DAY**. DSS also gives you a time that your child should be picked up. If you pick up your child past the allowed time then you will be charged a late fee. We have to keep very strict teacher to child ratios at all times.
- Late Fees-We close promptly at 6:00 p.m. There is a \$5.00 fee per minute per child who remains at school after 6:00. Children will not be allowed to attend childcare until fees are paid.

In Case of a Pandemic

- During a pandemic we do not allow anyone in our school except for staff, children, and some therapist, if they have a social distancing protocol. To view our center during a pandemic we will send you a video of the classroom your child will be in or a video of our whole school.
- Each morning your child will go through a health check before they enter the building. When you sign your child in, in the morning, you are stating that your child has NO known symptoms of the virus at hand.
- **We will follow ALL DCD guidelines for childcare centers during the pandemic. The DCD guidelines will overrule any of our health policies included in this handbook.**
- If we must close due to the pandemic childcare fees will still need to be paid but at half the rate. This will need to be done to keep the center financially going so when the center can open back up it will be able to. If you choose not to pay the half price rate while closed, then your child's spot may not be available when you are ready for them to return.

Staffing

Mother Goose ELC is aware of the correlation between trained professional staff and the provision of quality childcare. To provide this care, we are committed to hiring educated and experienced staff. Our staff are required to work towards (if they have not already received) their Early Childhood Education associate degree and attend staff development workshops. They are to maintain their CPR & 1st Aid certification, SIDs (Sudden Infant Death Syndrome) if applicable, and Health and Safety trainings.

Parent Concerns

As a childcare center, we are a community of children, parents, and staff all interacting and sharing our lives together. In a community, people work closely together and hopefully interactions are positive, helpful, kind, and understanding. Yes, it is to be expected that from time to time people will experience some conflict, some concerns, and some difficulties. We recognize that parenting is one of the most difficult and intense but rewarding experiences in your life. We want you to share your thoughts, hopes, and dreams for your child with us. We know you want what is best for your child and we know it is your job to advocate and protect your child. We, as a staff, will make mistakes, create misunderstandings, and occasionally miscommunicate. When these mistakes occur, we want you to tell us. It is our goal to offer your family the best in childcare services possible. To meet our goal, we need your input, your suggestions, your questions, and concerns. When you have a concern, please remember...

- Teachers want the parents to feel very satisfied with the care their child is receiving.
- Talk to the teachers directly whenever possible. If you feel comfortable, ask your child's teacher first about any concern.
- Teachers prefer that you talk with them directly, but they do understand if you would prefer to talk with the director.

Please do not allow concerns to build up. As concerns occur, share them with the teachers. It is disturbing to find out later that a parent had some concerns and never expressed them.

Sometimes we cannot make changes you may request due to other restrictions, but we ALWAYS want to hear your suggestions. We promise to consider them seriously and respond to you in a timely manner.

Discipline Policy

Giving positive verbal reinforcement encourages acceptable behavior. This approach reinforces a child's good feeling about his/her own behavior and serves as an example to the other children to act in such a way as to receive this praise. Asking a child to stop and think about his/her actions enables that child to work at self-control.

When the above technique does not seem to work, below is the discipline steps our center follows...

1. The child is put in a "Time Out" chair for a short period time (1 minute per year of age).
2. The parent and teacher will discuss what may be helpful to motivate child to respond in an acceptable manner.
3. The director, parent, and teacher will sit down and discuss a plan to stop the undesired behavior.
4. Ask our county's Early Childhood Specialist for assistance. This person comes into the classroom and observes the teacher's techniques and the child's behavior. She will then give teachers advice to help with the problem behavior. The Early Childhood Specialist will want to speak with the parents as well to find out all she can about the child. She is a great asset to the children, teachers, and can be to you too.

5. Termination of childcare services.

We have got to work as a team when discipline issues arise. If we send home a note or discuss a behavioral issue with you, please work with us and speak to your child at home why it is so important to listen to their teachers, just like they are to listen to you. It is our job as a preschool to teach them social skills so when they reach elementary school, they are ready to learn. However, we CAN NOT do it alone.

The following actions may require immediate termination or a notice of termination: bringing in items that are deemed a weapon (it does happen in childcare), excessive biting, hitting, scratching, or kicking.

We understand children will be children, but if we feel that the situation will not improve, or we do not have your support then termination will follow.

You will be asked to sign a discipline policy at the time of enrollment.

Health Policy

Medical Form & Immunizations

These forms are due within one month of being enrolled. If they are not turned in on time your child will not be allowed to return to school until the forms have been turned in. Each time your child receives new immunizations we would appreciate an updated copy.

Enrollment Procedures for Children with Disabilities or Illnesses

The enrollment process will be the same as discussed earlier in this packet. However, we do request a sit-down meeting to discuss the level of care for the child and any medications that must be administered.

Daily Health Checks

Each morning your child will go through a health check before they entering their classrooms. When you sign your child in, in the morning, you are stating that your child has NO known symptoms of being sick and will be able to participate in the daily activities.

We will follow ALL DCD guidelines for childcare centers during a pandemic. The DCD guidelines will overrule any of our health policies included in this handbook.

Illness and Administering of Medicines

Mother Goose ELC can provide care for a mildly ill child, so long as his/her temperature does not exceed 100.4 degrees Fahrenheit and he/she remains capable of participating in routine group activities. Your child should be kept at home if he/she displays any signs of a communicable disease such as 3 diarrheas, 2 vomitings, and/or a temperature of 100.4 degrees or more. If there is a virus going around the center your child may be sent home faster with the above symptoms. If your child has continuous excessive nasal drainage, we may request that you consult with your child's pediatrician for management of the child's nasal drainage so as not to expose your child's care providers and his/her classmates to the potentially infectious drainage.

If your child comes to school sick, they will be sent home and are not allowed to return until they have been symptom free for 24 hours (without medication)UNLESS you return the doctor's note that we will send home with your child, stating your child is NOT contagious. Please DO NOT give them Tylenol to disguise the fever. It will show up later and then you will have to be out again. We will also take a temperature read when they enter the classroom after returning from being sick. If you child has a sibling that attends here and has been sick, we will check both children for fever. Keep in mind our school day starts at 9:00 so if your child was sent home after 9:00 then they are required to remain out of school the entire following day. If your child is sent home due to illness, they will need to be picked up **within an hour** so we can maintain our child/teacher ratios and the directors can continue to oversee the center. If you cannot pick them up within an hour, then please send someone else. If we cannot get in touch with you by phone, we will call the emergency numbers listed on the application.

Only "prescription" medications, except for diaper cream, will be administered here at Mother Goose Early Learning Center. Medications brought to the center must be removed once treatment is complete. The parent must also sign a medication permission form for the center to administer any medication. If we do not have a SIGNED medication permission form, we are NOT allowed to administer the medication. We must also have the prescription label from the pharmacy.

Parents should inform the director of any possible side effects of any new medications so the director will recognize and handle the situation. Whether administered at home or in the childcare setting, parents should always tell the caregiver about medicines, possible side effects, and what to do if they occur.

When bringing in medicines please make sure it has not expired. We are not allowed to administer any expired medications. Also, if the expiration date is not written on the package, we cannot administer the medicine.

You will also be required to sign a one-time use of acetaminophen medication form in the case that your child has a temperature of 102.5 or higher and you cannot be reached.

Immunizations

Immunizations must be kept up to date and recorded in your child's folder. Please send in either a new copy of your child's immunizations or just add the shot to the previous record in his/her folder.

Hand Washing Policy

We have a strict hand washing policy. In the morning when your child arrives, please take your child straight to the sink to wash his/her hands. After each trip to the bathroom hands must be washed. Before each meal hands must be washed. Each child's hands must be washed after sand/water play as well as coming in from outdoors. Any other times will be as the teacher sees fit.

Incident Report

Each time a child receives a mark on their body due to a bite, a hit, a scratch, or a punch we are required to fill out an incident report in which you will sign and then you will receive a copy of it. The child that caused the mark will also receive a form to inform their parents of their behavior.

Personal Belongings

Each child will have his or her own storage space for clothes, personal belongings, etc. The parent is asked to check cubbies daily for items which need to be taken home.

We discourage any toys or other objects entering the school, as the center cannot be responsible for them when lost or broken. It also creates sharing issues. However, if a doll or blanket is needed for sleeping or comfort, the child is welcome to bring this item and store it in their cubbies until naptime.

Communications

If anyone other than you will be picking up your child, please notify the center by telephone or by Brightwheel. The person's name must also appear on the child's application.

Parents might receive a phone call or a note to request a meeting from their teacher if any concerns arise. If you have any questions or concerns about anything, please do not hesitate to contact your child's teacher or one of the directors.

The office uses the Brightwheel App to relay messages individually and as a group. When you receive a prompt to join please do so to receive important information concerning our school. Please make sure you join to get all our updates about school, weather, and any other pertinent information.

If you need to reach the director you may do so by emailing her at btblalockmg@gmail.com or by messaging through the Brightwheel app.

Outdoor Play

Weather permitting; all children must play outside as required by NC childcare requirements. We cannot keep one child inside because of a cold, etc., as we must always maintain the proper staff-child ratio for the safety of all children. Please make sure that you bring weather appropriate clothing which includes hats and gloves. The children are required to go out in 20-degree weather if only for a little while. We have a weather chart posted in most classes for your understanding of the STATE rules.

Emergencies

In case of an emergency almost all our teachers are certified in First Aid & CPR. We also have designated teachers who will transport the child to the hospital if parent wishes not to send them by ambulance.

In case the school experiences an emergency, such as a fire, a natural disaster, or a lockdown we will communicate through telephone calls and a group wide text. It is imperative that you keep our center up to date with a current phone number.

We do have policies in place for such emergencies located in our Mother Goose's Ready To Go File and can be viewed at any time. If you come to pick up your child during an active tornado warning it would be the safest option to come inside and stay until the warning has been dismissed. However, if you decide to leave with your child during an active tornado warning then you will not hold our center accountable for what happens outside of our building.

During any lockdowns, issued by Person County Communication Center, we are NOT ALLOWED to let anyone in or out of our building until the police inform us that our surroundings are safe. Please know that the lockdown procedures are for the protection of all the children and staff.

Emergency Evacuation Plan

In case of a major emergency where we must leave the daycare premises you will be contacted by phone or by the Brightwheel app. Our evacuation site is Earl Bradsher Preschool, which is just across the street. If an emergency happens please know that the safety of your child is very important to us and we will do everything we can to keep him/her safe while he/she is in our care and will also update parents as often as we can.

Sometimes the city has water emergencies and they must shut the water off to fix the issue. Per childcare rules we can only remain open for 2 hours with NO water. This type of emergency is out of Mother Goose's hands.

Clothing

Children should be dressed comfortably for their daily learning-playing experiences. It is suggested that all clothing have the child's name in it. Parents must always leave at least one change of clothing for the child at the center (potty training children should have several sets). If your child runs out of diapers, underwear, or clothes and we do not have any on site, then you will be required to bring then items in or pick your child up. In cold weather, children must have enough clothing for outside play such as a warm coat, gloves, and cap. Flip flops and sandals with no backs are NOT allowed.

Diapers/Pull ups & Wipes

Diapers must be checked every 2 hours unless we notice or feel a change is needed before that. So, if your child is here from 8 to 4 then that means at least 4 diaper changes a day, not to mention the in between changes. We have a certain procedure we must follow (state guidelines) when changing diapers. During the diaper changing process we can only use 1 wipe per wipe of the bottom (at home we use 1 wipe and turn it

over several times) and then we have to use 1 wipe to wipe the child's hands and 1 wipe to wipe our hands. So typically for a wet diaper we would use 3 wipes and for a soiled diaper we could use anywhere from 3 to 6 or 7 depending upon the size of the stool. Therefore, if we change your child's diaper every 2 hours and do it correctly then we could use up to 18-20 wipes a day and 4 to 6 diapers a day. A typical pack of wipes has 80 per package and would only last 4-5 days. **If your child will be in the 2 Year Old Room please bring ONLY reattachable pull ups. This makes life easier when potty training.**

Meals & Snacks

Breakfast is served from 8:30-8:50. This allows all children to finish eating by 9:00 to start their class schedule. If your child is planning on coming in after 8:50 plan and feed them before you bring them in. Teachers will not fix breakfast plates after 8:50. Lunch is served between 11:30 and 12:00 and snack is served between 2:30-3:00. Those children who get to school early may bring a snack if they have it consumed BEFORE 8:00. At 8:00 it will be saved or thrown out.

Your child's meals and snacks will be prepared on site. Breakfast, lunch, and an afternoon snack will be served daily. It is our policy to serve all meals in compliance with the USDA nutrition guidelines. We participate in the Child & Adult Care Food Program. This program helps to provide partial reimbursement to the childcare provider to continuously provide nutritious meals and snacks. When you register your child, you will be required to fill out an application for our food program.

The director will print out an application for you, with instructions, to fill out that we will send to our food sponsor. This application will ask for some confidential information (income & SS #). Please know this application is confidential and will be treated as so. One of the questions that is usually asked about this application is "My family will not qualify, so why do I have to fill it out?" The answer is easy. The center gets credit for every child; the reimbursement amounts will just be different. Even the infants, although parents must provide their formula, will be included in the reimbursement.

Our center is monitored throughout the year to make sure the meals we serve are nutritious. Each breakfast will contain a Grain/Bread, a Fruit, and Milk. Each lunch will contain a Meat, a fruit and/or vegetable (usually both) and a grain/bread. And each snack will have two of the following: Grains/bread, juice/fruit, meat/alternative, vegetable, or milk.

Parents of infants must provide all formula bottles (state requirement) and we will supply baby foods up to when you decide to switch to table food. Our food program does not allow us to feed our babies any combination foods such as chicken and rice, lasagna, etc. Only meats, vegetables, and fruits (they can be mixed) are allowed. This is to ensure that your child will get the nutrition that their bodies need. Please make sure you talk to the infant teachers about your babies eating habits. They can also explain the feeding schedule and what foods we serve our infants.

If your child requires soy milk, lactose-free milk, or any other milk besides Vitamin D (for 1-year olds) and 1% milk (2-5-year olds) please ask for a Milk Modification form (for medical reasons).

Field Trips

When we make plans for a field trip all parents will be asked to sign a permission slip granting permission to attend the day's activities. State guidelines only allow ages 3 to 5-year olds to go on field trips. We will also ask parents to help us chaperone for our field trip experience to be fun as well as safe. During a pandemic there will be no field trips.

Special Occasions

We will be happy to celebrate your child's birthday if you would like to provide special treats for the group. We also love to throw holiday parties however, anything brought **in must be store bought**. No homemade items can be given out to the children. Please also keep in mind our nutrition standards.

Tough Times

We request that you inform of the directors of any unusual occurrences in your home or family so that the center's staff can be prepared to understand your child's reactions and to assist them in their adjustment. This might include accidents, death, severe illness or injury of loved ones, and pets.

Reporting suspected child abuse and neglect

By NC law caregivers are required to report suspected cases of child abuse and neglect or any concerns. If such cases arise, the alerted staff member will report to one of the directors. The director will try working with the parent with the issue at hand, but if no improvement has been made then we will contact the Child Protective Services with the Department of Social Services.

Withdrawal of child from our childcare center

If a child is withdrawn from Mother Goose, a two-week notice is REQUIRED from the parent to the director (not the teacher), so that the upcoming vacancy can be offered to another family. If you do not give a two week notice you will be charged for the two-week notice period. This charge can be legally retained through court proceedings.

Parent Involvement

We would like all our parents to become "hands-on" involved in our program. We know our parents live terribly busy lives, but the more involvement you have in your child's education the more your child will succeed in life. This parent involvement may include helping the teacher in the classroom for a few hours, reading a story, telling the children about your career, chaperoning field trips, or just having lunch with us one day. We also appreciate any donations to the school or your child's class such as extra clothing for accidents or items lying around the house that could be used for art projects.

Childcare services available to our parents

Person County offers several services to help parents to be successful in parenting your children and to be successful in your own lives. The following are just a couple of services offered to our parents:

DSS 336-599-8361 Partnership for Children-336-599-1240 Person County Health Department-336-597-2204

Person County also provides speech therapists, behavioral therapists, and many other therapists that are available to come to our school to assist your children with any concerns you might have. We also encourage you to join us in attending training classes, which include a wide range of topics that are offered to our teachers but are available to parents as well. Please pay attention to our front counter when you enter the building to see all the activities or learning opportunities that you and your children can participate in.

If we do not have good parent support, it is hard for us to educate your children!

Please call us at any time if you have any questions.

*******Our parking lot is small and at sometimes can be very crowded. Please DO NOT block the driveway. You may park on either side of building (3 spots per side), along the tree line, or you are welcome to use the playground side parking lot.**

We are a SMOKE FREE school

CAPE FEAR TUTORING, INC. (Our food program sponsor)

P.O. Box 3128 Wilmington, NC 28406 Answering

Machine: 910-395-8422 910-395-6132 or 1-800-395-6761

Fax: 910-395-5155

CIVIL RIGHTS NOTIFICATION TO PARENTS/GUARDIANS

Because this facility participates in the Child and Adult Care Food Program (CACFP), we are required to collect ethnic and racial data on all enrolled children.

This information is requested solely for the purpose of determining the State's compliance with federal civil rights laws. By providing this information you will assist this facility in assuring that this Program is administered in a nondiscriminatory manner. Information directly from the parent or guardian is the preferred method of obtaining characteristic data.

If you do not wish to share this information, this center will conduct a visual identification of each enrolled participant and record in the data system. This data is summarized in numbers only for statistical use. Individual names are not identified in the statistical summary.

We appreciate your cooperation and participation in the CACFP.

"USDA is an equal opportunity provider and employer."

**Mother Goose ELC's
Prevention of Shaken Baby Syndrome and Abusive Head Trauma**

Belief Statement

We, Mother Goose ELC, 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: 336-599-8361

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.
- Other _____
- Other _____

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.
- Other _____



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

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

Resources

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

Jackie Hamlett, Amanda Oakes

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/>
- Other _____

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
- Other _____

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 child care 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 child care 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 child care 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 child care 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.

7/1/17

Effective Date

This policy was reviewed and approved by:

Amanda M. Oakes

Owner/Director (recommended)

7/7/17

Date

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 IT5-SIDS training for any caregiver that works with infants 12 months of age or younger. All staff who work directly with children must have CPR and First Aid training, and at least one person who completed the training must be present at all times when children are in care. One staff must complete the Emergency Preparedness and Response (EPR) in Child Care training and create the EPR plan. All staff must also undergo a criminal background check initially, and every three years thereafter.

Staff/Child Ratios

Ratios are the number of staff required to supervise a certain number of children. Group size is the maximum number of children in one group. Ratios and group sizes for licensure are shown below and must be posted in each classroom.

Age	Teacher: Child Ratio	Max Group Size
0-12 months	1:5	10
12-24 months	1:6	12
2 to 3 years	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 1-800-859-0929 or requested via the Division's web site at www.ncchildcare.ncdhs.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.ncdhs.gov/Home/Child-Care-Commission>

Revised June 2019

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

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: www.ncchildcare.ncdhhs.gov. For more information on the law and rules, contact the Division of Child Development and Early Education at 919-814-6300 or 1-800-859-0829 (In State Only), or visit our homepage at: ncchildcare.ncdhhs.gov.

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.

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

Licenture 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

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 FCCHs, meals and snacks must be nutritious and meet the Meal Patterns for Children in Child Care. Food must be offered at least once every four hours. Local health, building, and fire inspectors visit licensed centers to make sure standards are met. All children must be allowed to play outdoors each day (weather permitting) for at least an hour a day for preschool children and at least thirty minutes a day for children under two. Children must have space and time provided for rest.

Two through Five Star Rated License

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

Criminal Background Checks

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

Mother Goose Early Learning Center's Parent Contract

1. I understand my child must be at school by 9:00 to attend school UNLESS discussed with a director.
2. I understand that my childcare center closes at 6:00 pm and if I, or whoever is picking my child up, is late I will be charged \$5 .00 per minute that my child is still at school.
3. I understand that I am responsible for turning in all application forms completed on the first day of school for my child except the medical and immunizations forms which are due in 30 days of my child starting school.
4. I understand that if I have not turned in my child's medical or immunization forms within the 30 days of my child's start date that he/she cannot come back until I can turn in the forms.
5. I understand that daycare fees are due by 6:00 on Monday for each week or a \$5.00 late fee for each day payment is late will be charged to my account.
6. I understand only prescription medicines will be administered at school except for diaper cream. Prescriptions must have the pharmacy label and cannot be expired.
7. I understand that if my child is running a fever or showing signs of having a contagious virus, I will make other arrangements for childcare until my child is well. My child must be fever or symptom free for 24 hours before returning to school **or have a Mother Goose sick form filled out by our doctor.**
8. I understand that if my child is sick and must be sent home from school, I will plan to have him/her picked up within 1 hour.
9. I understand that if my child is in need of a change of clothes (or diapers) and I have not provided any for the day I will be called and asked to either bring in the items needed or pick my child up.
10. I understand that breakfast is between 8:30 & 9:00 and children who come to school after 8:50 will be fed by me before entering school.
11. I understand that upon entering school I will make sure my child washes his/her hands and then let my child's teacher know he/she is present.
12. I understand that I am to sign my child IN and OUT each day in the tablet that is provided in the office or infant room. I will also check my child's cubby/folder each day to gather any information that might need to go home. I also understand that NO toys should be brought to school except for sleeping purposes and on show and tell days.
13. I understand that a 2-week notice must be given if I decide to withdraw my child from Mother Goose or I will be charged for the two-week notice.
14. I understand that I am not to block the driveway when parking.
15. I understand that if I do not abide by the above requests or anything within the handbook, then my childcare services may be terminated.
16. I have received, read, and I understand and will follow all guidelines in the Mother Goose Student/Parent handbook.
17. I have received and read my copy of the NC Child Care Laws.
18. I have received and read my copy of Cape Fear Tutoring's Civil Rights Notification to Parents/Guardians
19. I have received and read my copy of the Prevention of Shaken Baby Syndrome and Abusive Head Trauma.
20. I understand that there is no smoking on Mother Goose Property.

Parent Signature: _____ Date: _____

Mother Goose's Promise to You

1. The Mother Goose staff will treat your child as our own while he/she is in our care.
2. We will educate them and prepare them for kindergarten if they go through the whole program.
3. Your child will receive positive reinforcement while attending Mother Goose.
4. If there is a discipline problem and time out is not effective, we will discuss the issues with you.

Director Signature: Amanda M. Oakes Date 8/30/23