



Parent Handbook

Summer 2025

Welcome! Thank you for allowing us to care for your child(ren) this summer! This handbook is designed to give you an overview of the Prime Time Summer Program policies, procedures, goals and philosophies. Please feel free to meet with the Site Director or contact the Prime Time office to discuss any content listed in this handbook. **Please note: You will be asked to sign a statement indicating you have read and understand this handbook at the time of registration.**

Mission Statement

Prime Time's mission is to help children develop to their fullest potential by providing a safe, healthy and enriching environment which supports children and strengthens family and school relationships in the Cumberland County Community.

Objectives and Goals

Prime Time's objective is to provide a comprehensive summer camp program for children.

Our goals are as follows:

- To help children develop to their fullest potential by focusing on:
 - Physical and recreational skills
 - Self-awareness, confidence and feelings of self-worth
 - Promoting creativity and self-expression
 - Promoting independence and decision making
 - Interpersonal relationships.
- To provide a safe and healthy environment where children can have fun.
- To support and strengthen the family unit and school relationships by focusing on:
 - Improving communication
 - Involvement through parents, clubs and family programs.

Eligibility

Boys and girls ages 5, who have completed Kindergarten, through 12 who can benefit from the program are eligible to attend (age limit determined by NC Division of Child Development and Early Education).

Notice to Parents

- It is your responsibility to keep us informed of any change in employment, address, telephone numbers, hours of work and emergency contacts. It is imperative that we are able to contact you.
- If your child requires medication during Prime Time, please complete all the necessary medication forms and return them with the child's medication within 5 days to the Site Director. These forms are available at the Prime Time office or at your child's Prime Time site.
- All paperwork will be kept on file at your child's site until the end of the summer. At that time paperwork will be shredded.
- We value good customer service and interaction among staff and families. It is our expectation that your child's Site Director and Group Leaders personally introduce him/herself to you. To ensure this is being done we ask that you contact an administrator at the office if you have not been formally introduced to the staff at your child's site.
- Parents are welcome to request a tour of the Prime Time operational areas at any time. Please speak to your child's Site Director to schedule a tour.
- Prime Time is not responsible for personal belongings that are lost, damaged or stolen. Please keep your child's valuables at home.

- The 2025 Summer Program begins Monday, June 2, 2025 and ends on Friday, August 1, 2025. We will open for the traditional school calendar year on Monday, August 11, 2025.

What to Bring

Please label **all** clothing and belongings with your child's first and last name.

- Lunch and beverages as well as snacks will be provided. However, you are welcome to send your own items that don't need to be warmed.
- Refillable water bottle (optional)
- Bathing suit and towel - swim days only
- Sunscreen spray/lotion
- Change of clothes
- Backpack

What to Wear

- Comfortable and weather appropriate clothing - Please be mindful that children will have the option to participate in a wide variety of activities, some of which are messy.
- Socks
- Sneakers
- Sandals - swim days only
- Prime Time Summer Program Shirt - field trips only

What Not to Bring

- Cell phones or other electronic devices
- Personal toys/trading cards
- Weapons - toy or real
- Glass bottles
- Foods that need to be warmed
- Valuables or excess money

****Please note: Prime Time is not responsible for lost or stolen items.**

Activities

Each week children will have an opportunity to participate in a wide variety of themed activities that fit into our 5 main categories: Building & Construction, Crafts, Indoor/Outdoor Games, Music & Movement and Science. This summer we will embark on a journey of exploration and new experiences while making new friends along the way.

Activity Schedule

7:00 am–8:00 am	Stations/Outdoor Play
8:00 am–8:45 am	Welcome/Opening Ceremony/AM Snack
8:45 am–9:30 am	Activity #1
9:30 am–10:15 am	Activity #2
10:15 am–11:00 am	Activity #3
11:00 am–11:45 am	Activity #4
11:45 am–12:30 pm	Lunch/Outdoor Play/Stations/Open Gym
12:30 pm–1:15 pm	Activity #5
1:15 pm–2:00 pm	Activity #6
2:00 pm–2:45 pm	Activity #7
2:45 pm–3:15 pm	PM Snack
3:15 pm–4:30 pm	Activity #8
4:30 pm–6:00 pm	Stations/Outdoor Play

***Activity schedule
is subject to
change due to field
trips and special
events.**

Snacks and Lunch

Prime Time will provide a morning and afternoon snack for all campers. If your child has a food allergy please notify the Prime Time staff about the allergy. Parents are encouraged to review the snack schedule located on the Prime Time Parent Information Board near the sign in/out table. Lunch will be provided by Cumberland County Schools Child Nutrition under the Summer Meal Program. All lunches, beverages and snacks sent to camp will be kept in a cooler marked with the date and child's name. **Microwaves will not be available for student use.**

Field Trips

- There is no additional charge for field trips. However, parents are welcome to send spending money with their child. Children are responsible for keeping track of their own money. **Staff will not hold on to any money for any child.** Please consider sending your child with a labeled wallet or fanny pack on field trip days.
- Your child needs to wear their Prime Time shirt on field trips with the exception of swim days. On swim days bathing suits should be worn and children should bring extra clothes for when swimming is over. See the schedule for field trip times and dates.
- Parents are **required to provide a recent 2" x 3" photo of their child** at the time of registration. **If a photo isn't on file your child will not be permitted to attend field trips.**
- On field trip days please drop your child off at least 30 minutes prior to the bus departure time listed on the schedule. This allows Prime Time staff time to make sure each child has a lunch, any necessary medications have been packed, children have received their AM snack and we have accurate individual group and overall program headcounts.
- Parents may attend the field trips; however, they must transport and pay for themselves to get into the facility.

IMPORTANT: To ensure accurate headcounts at all times while off campus, children are not permitted to be dropped off or picked up while on a field trip. Children MUST be dropped off and picked up at their designated Prime Time site ONLY. There will be NO exceptions to this policy.

Swimming

Prime Time will be going swimming once per week. Your child will be bussed in the Cumberland County Schools yellow buses from their Prime Time site. Please see the field trip schedule for details regarding your child's swim days and pool location.

Prime Time staff will provide additional supervision at the pool to maintain a staff to child ratio of 1:10 or less not including certified lifeguards. We will have half of the staff in the water with the children and the other half on the deck scanning the pool.

Policies for Aquatic Activities

1. All children shall wear bathing suit attire and shoes to the pool. Easy slip on shoes such as flip flops are recommended.
2. Children must walk on the deck.
3. No one can enter the pool without a lifeguard on duty.
4. No child can leave the pool area without a staff member.
5. Sitting, hanging or playing on the pool safety ropes or ladders is not permitted.
6. Frequent headcounts will take place. The lifeguard will also blow a whistle to signal a buddy check. Once all children have been accounted for they can continue swimming.
7. Children may not enter the water until one of the lifeguards blows the whistle.

8. Diving from the deck is not permitted.
9. Water toys from home are not permitted.
10. No food or drink is allowed in the pool area. Children will have access to water fountains or it will be provided by Prime Time when not otherwise available.
11. No rough play is allowed on the pool deck or in the water.
12. Parents must provide a change of clothes for the days we go swimming. Clothing must be labeled with your child's name. Parents must also provide a labeled towel.

****Please note: The lifeguards have the authority to enforce all pool rules.**

Outdoor Safety

To prevent heat related injuries such as heat exhaustion please make sure your child eats breakfast and hydrates especially on field trip days to the pool or other outdoor locations. We will follow the Weather Watch guidance provided by NCDCDEE to determine when the heat and humidity makes it unsafe for outside activities.

Sick Children

If your child becomes sick we will isolate him/her and you will be notified to pick up **within one hour**. If we are unable to immediately contact you we will contact those individuals listed as emergency contacts on your account. **Late pick up charges of \$3 per minute may be assessed if your child is not picked up within one hour of notification.** NC Child Care Rule 10A NCAC 09 .0804 states, “**exclusion from care shall be required if the symptoms prevent the child from participating comfortably in all the daily activities as determined by program staff...**” **All children must be able to participate in all daily activities. If a child is not well enough to go outside the child is also not well enough to be at the site.**

Medication and Procedures

It is the responsibility of the parent/guardian to inform Prime Time staff of a child's physician's order to take medication during Prime Time. The parent/guardian must provide medication to Prime Time staff for administration within 5 days of registration. Failure to do so may result in interruption of child care service. In the absence of emergency medication, the school nurse will devise an emergency care plan that consists of calling 911 for which the parent will be financially responsible.

****Please note: We do not have access to the school's medication or paperwork.**

For all medications, including topical, rectal, oral, inhaler and injection, parents/guardians are responsible for the completion of a current Physician's School Medication Form available at the Prime Time office or your child's Prime Time site. The written instructions of the form will include:

- Student's Name
- Name of Medication
- Dosage
- Route
- Time to be Administered

The parent/guardian must bring the medication to the Site Director. This medication must be in the original container labeled by the pharmacy. Parents/guardians will check in medication, count medication, if possible, and sign the proper forms with the Site Director. When a child leaves the program, medication should be signed out by a parent/guardian with the Site Director.

Prime Time staff will secure emergency medications and supporting documentation for all children with documented life-threatening conditions (asthma, seizures and food/insect allergies). Medications needed off premises will be secured and transported on field trips. Prime Time staff attend medication, asthma and diabetes professional development each year and retain all certifications in the NCDCDEE documentation notebook. All Prime Time staff are First Aid/CPR certified as well.

Sunscreen

Prime Time encourages parents to apply sunscreen to their child each day before arriving at the site. Parents will also need to provide us with a bottle of spray/lotion sunscreen that can be used for reapplication throughout the day. Please note the following procedures that must be followed:

1. A blanket Permission to Administer Topical Sunscreen Form must be completed by the parent/guardian for each child.
2. Sunscreen must be provided in its original container and labeled clearly with the child's name.
3. This form will only be valid between June 2 and August 1, 2025.

Prime Time will not be held liable if parents do not provide sunscreen. Please keep in mind we will spend a good amount of time outdoors each day.

Cell Phone and Small Electronics Policy

Cell phones and other electronics continue to advance and offer multi-use functions like camera, video recording, music, texting, web browsing and video games. When misused these functions can put children at risk of exposure to inappropriate material which can lead to emotional injury. It is also the requirement of NCDCDEE to limit screen time to educational activities only logged each time a screen is used in the program for a maximum of 30 minutes per day and no more than 2.5 hours per week per child. In alignment with this policy and to maintain the privacy and safety of all participants, Prime Time will enforce a no cell phone and small electronics policy.

This policy is designed to:

- Reduce the stress associated with the damage to and theft of electronics- the camp environment can be hard on electronics!
- Promote socialization by allowing children to fully embrace and “plug into” the connections they make with other campers as they “unplug” from all electronics. Camp is about making new friends!
- Ensure that no child is exposed to inappropriate material.
- Ensure that pictures or videos of children are not posted on social media by other campers.

We understand that parents turn to cell phones as a way to communicate and check on their children throughout the day. However, your child is only a phone call away without their cell phone at camp. You are welcome to call your camper at the Prime Time site. We have a landline and 2 cell phones at each location. Whether we're in a designated space, swimming, on a field trip or outside on the playground you will always be able to reach us. The site's contact numbers will be provided to you on the first day of the program.

We want you to know that you will be contacted if:

- Your camper is ill.

- Your camper needs medical attention.
- There are questions regarding medications or the health/wellness of your camper.
- Your camper asks to call you.
- Your camper is unable to function within the camp rules in a healthy way.

Any cell phones or small electronics brought to camp will be placed in the child's cubby until the child is picked up. Prime Time is not responsible for the loss or damage to any cell phones or electronics brought to camp. Please feel free to call the Prime Time Director with questions or concerns regarding this policy.

Discipline

Appropriate behavior is expected of all children. Inappropriate behavior is dealt with by reasoning with the child, visiting the calm corner area for regulation and reflection and requesting parental reinforcement from the home. Continued behavior problems, which cause disruption of the program for other children, may be cause for suspension or expulsion from Prime Time. We will follow the CCS Code of Conduct. We have a zero tolerance policy for fighting, threats to harm others or oneself and bullying. Children who participate in these behaviors will be subject to suspension or expulsion in alignment with the CCS Code of Conduct. If a child is removed from the program due to a behavioral issue, no refund will be given for the unused weeks of care. We do not share information regarding the discipline of other children. Parents are not permitted to approach another child in the program regarding discipline matters. If you have a concern with another child please speak with the Site Director or call the Prime Time office at (910) 678-2451.

Arrival and Departure

All children attending the program MUST be signed in and out each day by their parent/guardian or an authorized person 16 or older whose name appears on the registration/emergency forms. NO EXCEPTIONS TO THIS RULE! Persons signing children in and out each day will need a 4-digit PIN. PINS will be selected and assigned by the primary account holder in their EZChildTrack Parent Portal. You may not use the same PIN for multiple people. Please be sure the person from the emergency form picking your child up has been assigned a PIN and they know what that PIN is when they arrive to the Prime Time site. Please be prepared to retrieve your child from the current activity and present a valid photo ID each day when picking up. We care about your child and never want to release him/her to an unauthorized person. If you need to add or delete someone from the pick-up list, please call the Prime Time office at (910) 678-2451. Our camp hours are 7 am to 6 pm. The first time you are late at departure you will be charged \$3 per minute. If there's a second time your child may be dismissed from the program at the Director's discretion.

Absences

If your child is absent from camp please notify the staff at the school site. There are NO refunds, credits, or transfers of payment for absences, sickness, mishaps or holidays. **Whether your child attends all week, part of the week or none of the week, full payment for the week is due if a 1-week advance notice wasn't given to the office. Registration fees and reservation fees are also nonrefundable.**

Payments

Payments are due Friday before the week of care. All programs operate on a prepayment basis. Parents have the option of choosing which weeks they would like child care for the summer. Our office must receive payments before your child can attend each weekly session. **No child will**

be allowed to stay in the program unless payment has been received. Payments can be made online 24 hours a day through the EZChildTrack Parent Portal, mailed to the office, brought into the office or put in the dropbox in the front of our building at 1114 Gillespie St. Fayetteville, NC 28306. Please note payments placed in the dropbox after 4pm will be processed the next business day. There is a 4.95% processing fee for all credit/debit card transactions and a \$1.50 processing and handling fee for all e-check transactions. Prime Time accepts cash, money orders, checks, debit (with Visa/Mastercard logo), Visa or MasterCard. For automatic bill pay please check with your bank's website to set up an account. Please list your account number on all checks and money orders. **Please note: A \$30 late payment fee will be applied to accounts not paid in full by 11:59pm on the Sunday before the week of care.**

We highly encourage all parents to review their parent portal on a regular basis.
www.ezchildtrack.com/ccsprimetime/parent

Return Check Policy

Prime Time will gladly accept your checks (paper or e-check). However, in the event your check is returned, you as the parent/guardian will be responsible for the face amount plus a \$30 NSF fee and any late payments fees incurred. If you have a check that is returned, you will be contacted by the Prime Time office. Payments for returned checks can be made with cash, money order or cashier's check only. Credit/debit cards or personal checks will not be accepted when payment for returned checks is being made. Please include the following on your checks: Prime Time account number, driver's license number and state, full name, address and phone number. Prime Time does not resubmit returned checks. **In the event your check is returned, your check writing privileges will be revoked for 1 year.**

Partial Weeks

Prime Time does not prorate weeks with the exception of the Inclement Weather Policy and predetermined special rate weeks.

Special Discount for Active Duty Military

Please contact the office for more information about military discounts.

Child Care Subsidies

Prime Time accepts vouchers from DSS and other subsidy providers. Please contact Beverly Briales at the Prime Time office for more information. Parents are responsible for all fees until a voucher is received.

Summer Fees

Registration Fee \$25

Reservation Fee \$10 (deducted from your weekly fee making the balance due each week \$140)

Weekly Fee \$150

Reservation fees are required at registration to ensure space is available for your child for each of your preferred weeks. There are NO refunds, credits or transfers of payments for absences, sickness, mishaps or holidays. **Whether your child attends all week, part of the week or none of the week, full payment for the week is due if a 1-week advance notice wasn't given to the office. Registration fees, reservation fees, and weekly fees are nonrefundable.**

Inclement Weather Policy

During the threat of inclement weather, the Superintendent or designee will determine the operating hours of Prime Time. The Superintendent or designee will notify parents as early as possible and will take the safety of all students and staff into consideration. We acknowledge that the decision may, in some cases, lead to an inconvenience, but the decision is made with safety in mind. Families should refer to the Cumberland County Schools website or a local news channel for up-to-date information regarding delays, early releases or closures. If camp is closed one day or children are released early there is no discount. Discounts may apply as follows:

- Closed two consecutive days in one week- 15%
- Closed three consecutive days in one week- 35%
- Closed four consecutive days in one week- 55%
- Closed five consecutive days in one week- 75%

If camp is closed on Friday of one week and Monday of the next week the days are not considered consecutive and no discount will be applied. Camp must be completely closed for two or more consecutive full days in the same week for discounted rates to apply. Watch the television or check the Cumberland County Schools webpage and social media when there is a threat of severe weather.

Insurance Information

The safety and well-being of our students is of the utmost importance. Notwithstanding our intense efforts at risk prevention, there will be some accidents that result in injury to some of our campers during the summer. Please be advised Cumberland County Schools does not provide insurance coverage for injury to students at school. However, CCS has contracted with AG Administrators and AJ Gallagher to bring you affordable, optional student accident insurance. To review coverage options and to enroll please visit <https://www.ccs.k12.nc.us/page/student-accident-insurance> or call 1-877-345-8928. It is essential you make arrangements for insuring your child against accidents.

****If you do not have insurance we will need a notarized statement indicating Prime Time is not liable for accidents concerning my child if Prime Time was not negligent.**

Confidentiality and Ethics

Prime Time staff working at sites and the office will be privileged to confidential information. A strict code of ethics will be enforced to ensure the private nature of shared information.

Student Records

1. All student records will be locked up when the program is not in operation.
2. Emergency information will be kept in a binder near the phone for ease of access during operation.
3. All files must be available for review by a North Carolina Division of Child Development representative at all times per NC General Statute 110-91(9).
4. Files should not leave the site except on field trip days or when it is signed out by an authorized Prime Time staff member for a specific purpose. The child's name, reason for use, date and time must be included when signing the records out. Records should never be removed from the site unless being returned to the office to be destroyed or summoned by a court of law.
5. At the end of each school year or summer program all files will be returned to the office to be shredded.

In most cases a parent's written and signed authorization is required before information can be disclosed to individuals outside of Cumberland County Schools Prime Time Before and After

School Program. Below are some of the reasons the law dictates a parent's signed release may not be required:

- If a CCS Prime Time staff believes a student is likely to harm him/herself and/or another person, staff may take action necessary to protect the student or others by contacting the appropriate authorities or medical provider.
- If a CCS Prime Time staff has cause to believe a student has been abused or neglected, the staff is required to make a report to the appropriate state agency.
- If records are requested by valid subpoena or court order Prime Time will respond.

If a request for release is received the Director will determine validity as well as contact the Board Attorney to ensure Prime Time is acting within the legal limits of the law. A copy of the request will be provided to parents and retained in the file.

Ethical Considerations

1. Prime Time will get written permission to photograph or video children in our program. The request indicates images of children may be used in slides, videos, newsletters, training materials, annual reports, marketing materials or in the media.
2. Without written permission information regarding students enrolled in the program will not be released unless required by law.
3. Prime Time reserves the right to break this strict code of confidentiality when a child is in danger within the areas of health, abuse or neglect. Prime Time may need to report confidential information without permission to the authorities only in the best interest of the child.
4. When children impart information to staff that implies abuse or neglect staff is legally obligated to report this information to the proper authorities.
5. Prime Time staff will not discuss one family with another family under any circumstances.
6. Both children and parents have the right to be spoken to in private. Prime Time staff will not correct or speak of personal matters in the presence of others. Incorrect behavior should be discussed privately to the fullest extent possible.
7. Children have the right to display feelings. If children lose control they will be allowed a private space for expressing their emotions with staff near to give reassurance as needed.
8. It is unethical for staff to pursue personal business while being paid to supervise children.
9. Staff working with children should refer to their supervisors or the policies set forth in the Employee Handbook to avoid inappropriate discipline of a child.
10. Personal information about families such as a separation or divorce, an arrest, a serious illness, a job loss etc. should be shared with staff concerning a specific child only to the extent they need to know in order to support the child. Those with seldom contact with affected children do not need to know. Careful judgment must be made by supervisors.
11. Staff are discouraged from repeating stories told by children. This information should be treated as privileged and documented and secured at all times.
12. Staff will avoid judging a family or imposing their own values and beliefs on a child.
13. Staff will follow the National Afterschool Association Code of Ethics.

Summary of North Carolina Child Care Laws and Rules

Revised February 2025

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

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

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. The following requirements apply to both centers and homes.

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.

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.

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.

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.

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 ratios must be maintained.

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.

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.

Training Requirements

Center staff must have current CPR and First Aid certification. 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 center must ensure the health and safety of children by sanitizing areas and equipment used by children. For Centers, 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 that are meeting the minimum licensing requirements will receive a one-star license. Programs that choose to voluntarily meet higher standards can apply for a two through five-star license. The number of stars a program earns is based upon the education levels their staff meet and the program standards met by the program, and one quality point option.

Criminal Background Checks

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

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. 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 five years thereafter.

Staff/Child Ratios

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

Age	Teacher: Child Ratio	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

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 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.

Reviewing Facility Information

From the Division's Child Care Facility Search Site, the facility and visit documentation can be viewed

<http://ncchildcaresearch.dhhs.state.nc.us/search.asp?lang=English>

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