

2024-2025

QUEST

Before and After School Program

Join us on our QUEST for learning through exploration,
wonder, investigation, and play!



Catawba County Schools QUEST School-Age Child Care
2285 N. Anderson Avenue
Newton, North Carolina 28658
(828) 695-2681
Fax (828) 466-7054

History:

On August 25, 2014, Catawba County Schools ("CCS") began operation and ownership of the School-Age Child Care programs at each CCS Elementary School. We are extremely proud of our *QUEST* - before, afterschool, and Summer programs. Thank you for allowing us the opportunity to care for your child(ren). We are committed to providing quality care for our children.

Mission Statement:

Harvard Graduate School of Education research validates the *QUEST* Mission: 1. Provide quality programming and staffing; 2. Foster sustained participation ; and, 3. Align with the focus of our elementary schools to Engage, Inspire, and Empower tomorrow's leaders

Program Description:

QUEST programming offers children a wide range of hands-on activities: physical activities (indoor and outdoor), homework/quiet time, adult-led activities (arts, crafts, science exploration, dramatic play, music and movement) along with special events, guest speakers, and field trips (Summer *QUEST* only).

QUEST Staff:

A Program Coordinator, who plans, handles payments, and supervises the staff, leads each *QUEST* site. Assistant Program Coordinators and Group Leaders guide students through the activities of the *QUEST* program. All *QUEST* staff are employees of Catawba County Board of Education. They are required to receive Basic School Age Care training as well as 5-15 additional hours of training in childcare related classes each year. All *QUEST* employees are certified in First Aid / CPR and have completed an extensive criminal background check through the NC Division of Child Development and Early Education (NC DCDEE).

No Smoking Policy

All Catawba County School properties/facilities are smoke-free, which includes parents, even in vehicles. No smoking is permitted on the Catawba County School campuses.

How To Enroll:

QUEST Parent Handbooks and Enrollment Information are available at each *QUEST* site and online at the Catawba County Schools website. Every parent must provide accurate information on the child's registration form, particularly to include addresses, working phone numbers and names of authorized/emergency pick-up individuals and current numbers. Parent signature verifies the information is correct. As information changes, please provide updates to your *QUEST* Program Coordinator.

The completed Registration form must be returned to the *QUEST* Program Coordinator along with the registration fee and first week's fee prior to attending. ALL *QUEST* participants will be required to complete the Free and Reduced meal application for our federally funded snack program. Qualification status will not matter - however, everyone must have a completed application on file.

APPLY FOR FREE & REDUCED MEALS. FOLLOW THIS LINK www.linqconnect.com

Insurance Coverage Required for Enrollment:

Children must be covered by an insurance policy (a family/individual plan OR school accident insurance) in order to participate in *QUEST*. Proof of current coverage must be provided on the *QUEST* Registration Form. **Catawba County Schools and The *QUEST* Program will not be responsible for any expenses related to any accident/incident.**

***QUEST* will operate Before and After School at all 16 Catawba County Elementary Schools.**

Full Day Care will be offered at 6 sites only. (** subject to change depending on enrollment)

Balls Creek Banoak Blackburn	<u>Catawba</u> , Full Day Claremont Clyde Campbell	Lyle Creek Maiden <u>Mt. View</u> , Full Day Murray	<u>Oxford</u> , Full Day Sherrills Ford <u>Snow Creek</u> , Full Day	<u>St. Stephens</u> , Full Day <u>Startown</u> , Full Day Tuttle
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Program Operational Information – When We Are Open & Closed:

School Year *QUEST* programs will operate before and after school - 6:00 am until school begins and from dismissal to 6:00pm Monday through Friday.

- School Year *QUEST* will operate August 26, 2024 - May 23, 2025
- School Year *QUEST* will be CLOSED:

September 2 Nov. 11, 28, 29 Dec. 23- Jan. 1	Jan. 20 March 29 April 18	May 23, 26-28
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- Summer *QUEST* will begin May 29, 2025; Summer *QUEST* sites will be CLOSED June 30- July 4, 2025

Fee Rates, Policies, & Late Payments:

QUEST is committed to providing the highest quality programming and staff while keeping our fees as affordable as possible.

***QUEST* fees are DUE on Monday for the current week of service. If payment is not received, a \$5.00 late fee will be added on Tuesday and again on Wednesday if the payment is not made.**

Non-payment will result in dismissal from the *QUEST* program. If you have any *questions* about your account please speak with your Program Coordinator or call the *QUEST* Program Director at 828-466-7101.

- *QUEST* participants are charged a \$30.00 (SY) / \$25.00 (SQ) **non-refundable** activity fee
- Enrollment requires payment of the activity fee, plus the first two weeks' fee and completion of enrollment forms
- **Payment is due each Monday by 6:00 pm.**
- **All accounts are billed for the entire week regardless of your child's attendance - billing is based on your contract - not attendance**
- **All accounts will be charged for (6) Legal Holidays. *QUEST* will not operate these days, however, all accounts will be charged contract rates for these days**
- A child may not transfer to another *QUEST* site or be re-enrolled with a balance due.
- Subsidy clients are responsible for the full cost of care in the event that the funding source denies their reimbursement. Please keep your Program Coordinator fully informed about your voucher status. NOTE: Families with Department of Social Services (DSS) assistance are responsible for full day costs if your child is absent on full days - DSS will cover the cost when your child attends full days, but not when your child is absent.)
- Drop-In accounts are required to have a credit card, debit card, or checking account on file with the site and/or myprocare.com
- **Accounts with 2 weeks or more of outstanding balances will have enrollment suspended until the account is paid in full**
- Fee and enrollment policies are subject to change. Parents will be notified in advance of any changes.

Late Payment Fee:

- A **late fee** of \$5.00 will be charged for payments not received by 6:00 pm Monday
- If weekly payment plus the \$5.00 late fee is not paid by 6:00 pm Tuesday, an additional \$5.00 fee will be charged
- Beginning Thursday afternoon, students will not be allowed to attend *QUEST* until the unpaid balance is paid in full - at this time the account will be suspended and deactivated if the account is not made current within the week.
- If your account becomes deactivated - an additional \$30.00 registration fee will be required to reactivate your account

Late Pick-Up Fees & Policies:

- A late fee in the amount of \$10.00 per child will be charged to your account beginning at 6:00. An additional \$10.00 will be added for every 15 minutes until your child is picked up
- *If parents or authorized guardians have not picked up a child or contacted QUEST staff by 6:30 pm, Child Protective Services and/or Law Enforcement will be notified.*
- Excessive late pick-up (more than 5 times per school year) of children will result in dismissal from the QUEST Program.

Non-Sufficient Funds: (NSF)

QUEST accepts checks, however, in the event your check is returned; your child's account will be charged \$5 for a late payment. In addition, your child's account will be charged a \$25.00 NSF fee for all returned checks. Automatic bank drafts and credit card payments that are denied will be charged a \$5.00 NSF fee. In the event your check is returned for non-sufficient funds, QUEST will only accept money orders, debit card, credit card, or automatic bank draft to pay your account.

Tax Information:

A year-end statement for tax purposes will be created in January for all families. Currently enrolled families can pick these up at their QUEST site and all others will be mailed from the QUEST Central Office. Our tax ID number will be printed on the statement. A change of address should be given to the Program Coordinator prior to the end of the calendar year.

Court Ordered Custody Paperwork:

Any family circumstance that involves a court order regarding parent/guardian custody or legal visitation should be kept on file in the QUEST office. Unless QUEST receives a court order terminating a biological parent's rights or directly prohibiting a biological parent, legal custodian or legal guardian from picking up, contacting or accessing a QUEST participant or his/her records, upon proof of identity, QUEST must allow any biological parent, legal custodian or legal guardian access to the QUEST participant or his/her records. Except as stated herein, QUEST staff is not responsible for enforcing court orders.

Attendance and Absenteeism:

Your child's attendance is important if he/she is to benefit fully from the program. QUEST asks that you contact the site anytime your child will be absent from the program. Our staff is required to follow up on each unexcused absence. Many subsidy programs also have strict attendance guidelines. Please be sure that your child meets these requirements.

Lunch, Snack, & Nutrition:

- During school year before / after school services, an afternoon snack **will be provided**; on full days a morning and afternoon snack will be provided
- On full days - parents will need to provide a packed lunch
- Lunches brought from home must be labeled with child's name and date.
- Lunches brought from home must meet the federal/state standards:
 - 2 oz. of meat, cheese or peanut butter
 - 1.5 cups of fruit or vegetables
 - 1 or more slices of bread or crackers
- For example, a cheese sandwich, an apple, and a small bag of carrot sticks would make a balanced lunch.
- Milk is provided every day.
- Snack menus are posted and available to parents.
- ALL parents MUST complete a "Nutrition Opt-Out" form (this allows your child to pack a lunch when necessary and/or bring an extra snack); CACFP Enrollment Form, and CACFP Income Eligibility Form

Transportation/Field Trips:

- Parents/guardians are responsible for transporting their children to and from the *QUEST* program.
- CCS activity buses will be used to transport children and staff to and from the field trip locations.

Outdoor Activities:

Outdoor activities are offered daily at each *QUEST* site. *QUEST* monitors the heat index, air quality, wind-chill, and levels of precipitation for time spent outdoors to provide for the health and safety of students. DCDEE requires child care settings to engage in outside play time for at least one hour each day.

Sign In/Out Procedures:

Safe arrival of children is very important. Children **must** be escorted to the *QUEST* entrance by a parent/guardian. Parents/guardians are required to sign their child/ren in/out daily. Both time and parent/guardian signature is required for each drop off/pick-up occasion. *Failure to comply with these requirements will result in your child being suspended and /or unenrolled from the QUEST program.*

Authorized Individuals and Checking Identification: (ID)

When a child initially enrolls in *QUEST*, parents/guardians may be required to show photo identification for the first few days of care. *QUEST* employees have the right to check the ID of any individual picking up a child at any time, particularly those individuals parents have authorized to pick up their children. If an individual attempts to pick up a child without photo ID and/or is not an authorized person, *QUEST* staff will not release the child. Children will not be allowed to leave with anyone under 16 years of age.

Behavior Guidelines/Student Conduct: *How We Handle Behavior Concerns*

Our goal is to have a happy and healthy environment for all the children enrolled in *QUEST*. Praise and positive reinforcement can be effective methods of managing children's behavior. When children receive positive compassionate interactions from adults and others, they develop good self-confidence, problem solving abilities, and self-discipline.

Please be advised that the Catawba County Schools Code of Student Conduct – CCS Board Policy 4.3600 - remains fully in force during all *QUEST* Programs and Activities. Options for effective discipline and control are set forth in CCS Board Policy 4.3600. These options are also aligned with DCDEE regulations and policy.

We DO:

- _ Listen to, praise, reward, and encourage children;
- _ Reason with and set limits for children;
- _ Model appropriate behavior for children;
- _ Modify the environment to help prevent problems before they occur;
- _ Provide alternatives for inappropriate behavior to the children;
- _ Provide the children with natural and logical consequences of their behavior;
- _ Explain things to children on their level;
- _ Use short supervised periods of "time out" (as defined in the CCS Code of Student Conduct); and
- _ Remain consistent in our behavior management program.

We DO NOT:

- _ Physically punish children;
- _ Belittle, scold, threaten, use profanity, or make sarcastic remarks about children;
- _ Shame or punish children when bathroom accidents occur;
- _ Leave children alone, unattended, or without supervision;
- _ Allow discipline of children by other children;
- _ Criticize, or belittle children's parents, families or ethnic groups.

These procedures are in place to insure the safety and security of all children enrolled. Children who do not respond to instructions from adult caregivers cannot be kept safe from accidents or other harm. Children who fight with other children or strike out at adult caregivers risk the safety of all of us in *QUEST*. We want to ensure all children are safe, secure, and able to enjoy the wonderful opportunities we have planned for them. *QUEST* staff will keep parents informed if their child is struggling to maintain appropriate behavior.

Anti-Harassment Statement:

QUEST and CCS do not tolerate acts of harassment, including acts of harassment based on race, color or national origin. Any student or employee who believes he/she has been subjected to harassment or a hostile environment based upon race, color or national origin is encouraged to report the harassment or hostile environment to the Program Coordinator, the Principal or the *QUEST* Director. In each case, the school system is committed to conducting a prompt and thorough investigation. *QUEST* participants found to have engaged in acts of harassment or other acts that create a hostile environment based on race, color or national origin will be promptly disciplined in accordance with the school system's Code of Student Conduct. The entire Code of Student Conduct can be accessed from our CCS's Website. Students, employees and parents are encouraged to work together to prevent acts of harassment of any kind.

Parent Conference:

A parent conference may be requested by the Program Coordinator or Parents to discuss a situation that requires prompt attention. Parent conferences will help us plan together to address situations and improve issues as they arise. Parent support and cooperation are essential for continued enrollment in *QUEST*.

Suspension:

This procedure temporarily removes a child from *QUEST*. We understand this is difficult for parents who are working; however, it may be necessary in order to keep all children safe. Suspension may result if a student violates the CCS Code of Student Conduct.

QUEST does not refund for the days your child is suspended from the QUEST program.

Special Needs/Inclusion:

Please advise your Program Coordinator of any allergies, physical or mental challenges, fears, strong dislikes or any other condition, which may affect your child's health, happiness or ability to function in a group setting. Concerns or restrictions will be addressed with parents on an individual basis. Specific care of students with exceptional needs should be discussed individually with the Program Coordinator during enrollment. We will provide the proper release of information so that *QUEST* can align our interactions with strategies that are working well in the classroom. It is the intent of *QUEST* to serve all children and families. *QUEST* strives to make all reasonable accommodations, which meet the needs of individual children; however, *QUEST* does not provide individual care for any single student.

Child Illnesses:

Your child's health and comfort are a primary concern. If your child becomes ill, please keep him/her home. Do not send your child to the program with a fever, as he/she may be contagious. If your child is suspected of having a communicable disease such as a skin rash, pink eye, diarrhea, lice, skin infection, etc., he/she will be placed in an area separated from other children. You will be contacted to pick your child up as soon as possible from the program. Parents/Guardians will be notified immediately of any illness or injury to your child needing specific instruction or care. If you cannot be reached, the emergency contacts designated on your child's enrollment forms will be contacted to pick up your child. Please make sure this information is current in your child's *QUEST* records. Students should remain symptom free for 24-hours before returning to *QUEST*.

Medication Administration:

QUEST can administer medications as needed, however, certain requirements and restrictions apply:

North Carolina licensing regulations require medications to be locked and only accessible to adults. Please deliver medication, lotions, creams, sunscreen, inhalers, etc. directly to *QUEST* Program Coordinator. Please do not send these items with your child.

Prescribed medications shall be stored in the original containers in which they were dispensed with the pharmacy labels specifying:

- The child's name.
- The name of the medication or the prescription number.
- The amount and frequency of dosage.
- The name of the prescribing physician or other health professional.
- The date the prescription was filled.

A new **Permission to Administer Medication for Chronic Medical Conditions and Allergic Reactions form** must be filled out every six months for prescription medications. Over-the-counter medications, such as cough syrup, decongestant, topical antibiotic cream for abrasions, or medication for intestinal disorders shall be stored in the manufacturer's original packaging on which the child's name is written or labeled and shall be accompanied by written instructions and authorization which includes:

- The child's name,
- The name of the medication,
- The amount and frequency of dosage and
- The signature of the parent, physician or other health professional.

Accidents:

Injuries will be documented and communicated to parents / guardians. Parents will be contacted immediately in the event of a serious injury. Staff trained in first aid and CPR will be present at all times. Incident reports and signatures are required. *QUEST* will follow the CCS BOE Policy for Concussion and Head Injury regarding awareness and response. A school head injury information sheet will be completed when a head injury is suspected. Follow up will consist of immediate parent notification, development of a treatment and return to play plan.

QUEST Cell Phone / Smart Watches Policy for Students:

Cell phones and/or Smart Watches must remain put away and turned off until students are picked up and signed out.

Personal Items:

QUEST is not responsible for the protection and security of any personal belongings brought to sites. Your child shall be responsible for their own belongings. *QUEST* does provide an individual space for students' personal belongings. All personal items should be labeled with the child's name.

Student Dress Code:

Children should wear comfortable, clean, and appropriate clothing. Rubber soled shoes that fit securely are recommended. Our daily schedule includes indoor and outdoor physical activities. Please ensure that your child dresses appropriately for the weather. We recommend that you label coats, jackets, and sweaters with your child's name.

Clients Right To Know:

Your child's files may be reviewed periodically by representatives of the Division of Child Development and Early Education or other regulatory agency. *QUEST* considers everything in the child's file to be confidential. This information will not be shared or distributed to others without prior written approval or an appropriate court order/subpoena.

Parent/Guardian Involvement:

Parents are encouraged to visit *QUEST* at any time to observe activities and staff interactions with the children. You may also schedule an appointment with the Program Coordinator to discuss your child's needs. We also encourage parents to volunteer, donate, and participate in our programming. Sharing a craft or hobby that you enjoy is a great way to be involved and enrich the children's experiences.

Parent/Guardian Concerns:

If you have *QUEST*ions or concerns at any time, please do not hesitate to discuss your needs with your Program Coordinator. If you prefer to make an appointment, we will be glad to meet with you individually. You may also discuss your needs with the *QUEST* Program Director by calling 828-466-7101.

Family Support:

QUEST Program Coordinators will gladly assist you in locating community resources. One of our community's most efficient means of finding resources is to simply dial 211 from any phone. Callers will be connected with services in our local area at no cost.

Termination of Service:

QUEST will make every effort to provide for the needs of all our children and families, however, there are situations that may lead to the termination of *QUEST* services. Services may be terminated for:

- failure to make payments,
- failure to provide updated contact information,
- behavior that is considered threatening or puts children or others at risk of harm,
- repeated or egregious violations of the Code of Student Conduct, or
- repeated or egregious violations of *QUEST*'s and CCS' policies and procedures.

Thank you for allowing us to care for your child!

Contact Information

QUEST Program Director: Kelly Nicholson

email: Kelly_Nicholson@catawbaschools.net

Office: 828-466-7101

Cell: 828-851-6108

QUEST Office Staff:

<u>Leslie Woodring-Lynch</u> Administrative Services Manager (828) 695-2681	<u>Heather Webster</u> Field Support Specialist (828) 466-7047	<u>Helene Cobb</u> Recruitment & Hiring Assistant (828) 466-7052
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Contact Information for our QUEST sites:

Site	QUEST Cell Number	Coordinator	School Phone	School Principal
QUEST at Balls Creek	828-639-1066	Carly Shoemaker	828-464-4766	Natalie Inman
QUEST at Banoak	828-639-0774	<i>vacant</i>	704-325-3534	Jordan Goodson
QUEST at Blackburn	828-639-9511	Chelsea Phillips	704-462-1344	Jessica Minton-Cable
QUEST at Catawba	828-639-1439	Kristi Poe	828-241-3131	Michael Lee
QUEST at Claremont	828-639-0013	Peggy Mullis	828-459-7921	Jamie Frye
QUEST at Clyde Campbell	828-962-0779	Michelle DiMarco	828-256-2769	Ryan McCreary
QUEST at Lyle Creek	828-514-8142	Connie Uncapher	828-466-7068	Murphy Post
QUEST at Maiden	828-962-0539	<i>vacant</i>	828-428-8769	Shannon Plemmons
QUEST at Mt. View	828-639-1837	Jasmine Clark	828-294-2020	Heather Houser
QUEST at Murray	828-578-1299	Donna Killian	828-514-0701	Angela Garcia
QUEST at Oxford	828-446-9616	Tennille Landis	828-459-7220	Jenni Frye
QUEST at Sherrills Ford	828-962-0323	Nicholas Stansell	828-478-2662	Lathan Fowler
QUEST at Snow Creek	828-962-0094	Tammy Watson	828-256-2335	David Hoots
QUEST at St. Stephens	828-578-3830	Renee Watts	828-256-2570	Matt Barham
QUEST at Startown	828-578-1676	Grisel Torres	828-464-1257	Jennifer Stodden
QUEST at Tuttle	828-578-0475	Candace Poe	828-428-3080	Amy Plonk

APPENDICES

Summary of the NC Child Care Law and Rules (English/Spanish)

USDA Building for the Future Flier (English/Spanish)

QUEST Calendar

REQUIRED FORMS TO SIGN AND RETURN

[\(Attached to the Enrollment Form\)](#)

QUEST Registration Form

Nutrition Opt. Out Form

CACFP Enrollment Form

CACFP Income Eligibility Form

CACFP Medical Statement for Meal Modification (Request from Program Coordinator if needed)

DSS Contract Acknowledgement (Required for subsidy families only)

QUEST Safe Pick Up and Delivery Form

Space and Equipment

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

Licensed centers must also meet requirements in the following areas.

Staff Requirements

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

Staff/Child Ratios

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

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

Additional Staff/Child Ratio Information:

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

Reviewing Facility Information

From the Division's Child care Facility Search Site, the facility and visit documentation can be viewed. A public file is maintained in the Division's main office in Raleigh for every licensed center or family child care home. These files can be viewed during business hours (8 a.m. -5 p.m.) by contacting the Division at 919-814-6300 or 1-800-859-0829 or requested via the Division's web site at www.ncchildcare.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 September 2023

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

What Is Child Care?

The law defines child care as:

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

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

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

Family Child Care Homes

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

Child Care Centers

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

Parental Rights

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

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

directory or talk with a child care provider to see if there is a Child Care Resource and Referral agency in your community. For more information, visit the Resources page located on the Child Care website at: <https://ncchildcare.ncdohhs.gov/>. For more information on the law and rules, contact the Division of Child Development and Early Education at 919 814-6300 or 1-800- 859-0829 (In State Only), or visit our homepage at: <https://ncchildcare.ncdohhs.gov/>

Child Abuse, Neglect, or Maltreatment

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

Transportation

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

Record Requirements

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

Discipline and Behavior Management

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

Training Requirements

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

Curriculum and Activities

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

Health and Safety

Children must be immunized on schedule. Each licensed family child care home and center must ensure the health and safety of children by sanitizing areas and equipment used by children. For Centers and 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 five years thereafter. This requirement includes household members who are over the age of 15 in family child care homes.

Espacio y equipos

Existen requisitos de espacio para entornos interiores y exteriores que se deben medir antes del otorgamiento de la licencia. El espacio exterior de juego debe estar cercado. El equipo en espacios interiores debe estar limpio, ser seguro, estar bien mantenido y ser adecuado para el desarrollo. Los equipos y mobiliarios en espacios interiores y exteriores deben ser de tamaño infantil, resistentes y estar libres de peligros que podrían lesionar a los niños.

Los centros con licencia también deben cumplir con los requisitos en las siguientes áreas.

Requisitos del personal

El administrador de un centro de cuidado infantil debe tener al menos 21 años y al menos una acreditación en Administración de primera infancia de Carolina del Norte o su equivalente. Los maestros titulares de un centro de cuidado infantil deben tener al menos 18 años y al menos una Acreditación en primera infancia de Carolina del Norte o su equivalente. Si los administradores y maestros titulares no cumplen con este requisito, deben comenzar cursos de acreditación en un plazo de seis meses desde su contratación. El personal menor de 18 años de edad debe trabajar bajo la supervisión directa del personal de 21 años de edad o mayor. Todo el personal debe completar un número mínimo de horas de capacitación, incluida la capacitación sobre ITS-SIDS para cualquier cuidador que trabaje con bebés de 12 meses de edad o menores. Todo el personal que trabaja directamente con niños debe tener capacitación en primeros auxilios y RCP, y al menos una persona que completó la capacitación debe estar presente en todo momento cuando los niños reciben atención. Un miembro del personal debe completar la capacitación sobre Preparación y respuesta ante emergencias (Emergency Preparedness and Response, EPR) en centros de cuidado infantil y crear el plan de EPR. Además, todo el personal debe someterse inicialmente a una verificación de antecedentes penales y cada tres años en lo sucesivo.

Proporciones de personal/niños

Las proporciones son el número de personal requerido para supervisar una cantidad determinada de niños. Las proporciones mínimas de niños/personal y los tamaños de grupo para niños de la misma edad en los centros se muestran a continuación y deben publicarse en cada salón de clases. Las proporciones de personal/niños para grupos de varias edades están especificados en la reglamentación de cuidado de infantil y requieren aprobación previa.

Edad	Maestro: Proporción de niños	Tamaño máximo del grupo
0 a 12 meses	1:5	10
12 a 24 meses	1:6	12
2 a 3 años de edad	1:10	20
3 a 4 años de edad	1:15	25
4 a 5 años de edad	1:20	25
5 años y mayores	1:25	25

Información adicional sobre la proporción de personal/niños:

Los centros ubicados en una residencia que está autorizada para brindar servicios de seis a doce niños pueden mantener hasta otros tres niños en edad escolar, según las edades de los demás niños que reciben atención. Cuando el grupo tiene niños de diferentes edades, las proporciones de personal/niños y tamaño de grupo deben cumplirse para el niño más pequeño en el grupo.

Revisión de información de la instalación

Desde el sitio de búsqueda de instalaciones de cuidado infantil de la División, se puede ver la documentación de la instalación y visita. Se conserva un archivo público en la oficina principal de la División en Raleigh para cada centro u hogar familiar de cuidado infantil con licencia. Estos archivos se pueden ver durante el horario de atención (de 8:00 a. m. a 5:00 p. m.), al comunicarse con la División al 919-814-6300 o 1-800-859-0829 o mediante la solicitud a través del sitio web de la División en <https://ncchildcare.ncdhhs.gov/>.

Cómo informar un problema

Las leyes de Carolina del Norte requieren que el personal de la División de Desarrollo Infantil y Educación Temprana investigue un hogar familiar de cuidado infantil o centro de cuidado infantil cuando se haya presentado una queja. Los proveedores de cuidado infantil que infringen la ley o reglas pueden recibir una acción administrativa, una multa o se pueden revocar o suspender sus licencias.

Las acciones administrativas deben publicarse en el centro. Si cree que un proveedor de cuidado infantil no cumple con los requisitos descritos en este folleto o si tiene preguntas, llame a la División de Desarrollo Infantil y Educación Temprana al 919-814-6300 o 1-800-859-0829.



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

Resumen de las leyes y reglas de cuidado infantil de Carolina del Norte (Centros y FCCH)

División de Desarrollo Infantil y Educación Temprana

Departamento de Salud y Servicios
Humanos de Carolina del Norte
333 Six Forks Road
Raleigh, NC 27609 Comisión de
cuidado infantil

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

Revisado en enero de 2021

El Departamento de Salud y Servicios Humanos de Carolina del Norte no discrimina por motivos de raza, color, nacionalidad, sexo, religión, edad o discapacidad en el empleo o la prestación de servicios.

¿Qué es cuidado infantil?

La ley define el cuidado infantil como:

- tres o más niños menores de 13 años de edad
- que reciben atención de parte de una persona que no es un miembro de la familia
- de forma regular, al menos una vez a la semana
- durante más de cuatro horas por día, pero menos de 24 horas.

El Departamento de Salud y Servicios Humanos de Carolina del Norte es responsable de la regulación del cuidado infantil. Esto se hace a través de la División de Desarrollo Infantil y Educación Temprana. El propósito de la regulación es proteger la salud, seguridad y bienestar de los niños mientras están lejos de sus padres. La ley que define el cuidado infantil se encuentra en los Estatutos generales de Carolina del Norte, Artículo 7, Capítulo 110. La Comisión de cuidado infantil de Carolina del Norte es responsable de adoptar reglas para aplicar la ley. Algunos condados y ciudades en Carolina del Norte también tienen requisitos locales de zonificación para los programas de cuidado infantil.

Hogares familiares de cuidado infantil

Un hogar familiar de cuidado infantil tiene licencia para cuidar a cinco o menos niños en edad preescolar, incluidos sus propios niños en edad preescolar, y puede incluir otros tres niños en edad escolar. Los propios hijos en edad escolar del proveedor no se tienen en cuenta. Los operadores de hogares familiares de cuidado infantil deben tener 21 años de edad y tener un nivel de educación secundaria o su equivalente. Los hogares familiares de cuidado infantil serán visitados al menos una vez al año para asegurarse de que están siguiendo la ley y para recibir asistencia técnica de consultores de cuidado infantil. Las licencias se emiten a proveedores de hogar familiar de cuidado infantil que cumplen con los siguientes requisitos:

Centros de cuidado infantil

La licencia como centro es obligatoria cuando seis o más niños en edad preescolar son atendidos en una residencia o cuando tres o más niños reciben atención en un edificio que no sea una residencia. Los programas patrocinados por instituciones religiosas están exentos de algunas de las normas descritas a continuación si eligen cumplir con los estándares del Aviso de cumplimiento en lugar de la licencia calificada con estrellas. Los programas recreativos que operan durante menos de cuatro meses consecutivos, como campamentos de verano, están exentos de licencias. Los centros de cuidado infantil pueden cumplir voluntariamente con estándares más altos y recibir una licencia con una calificación más alta. Los centros serán visitados al menos una vez al año para asegurarse de que están siguiendo la ley y para recibir asistencia técnica de consultores de cuidado infantil.

Derechos de los padres

- Los padres tienen derecho a ingresar a un hogar familiar o centro de cuidado infantil en cualquier momento mientras su hijo está presente.
- Los padres tienen derecho a ver la licencia publicada en un lugar destacado.
- Los padres tienen derecho a conocer cómo serán sancionados sus hijos.

Las leyes y reglas están desarrolladas para establecer requisitos mínimos. La mayoría de los padres desean más que atención mínima. Los recursos de cuidado infantil y las agencias de referencia

locales pueden brindar ayuda para elegir atención de calidad. Consulte el directorio telefónico o hable con un proveedor de cuidado infantil para ver si hay una agencia de recursos y referencias para cuidado infantil en su comunidad. Para obtener más información, visite la página de Recursos ubicada en el sitio web de cuidado infantil en: <https://ncchildcare.ncdhs.gov/> Para obtener más información sobre las leyes y reglas, comuníquese con la División de Desarrollo Infantil y Educación Temprana al 919-814-6300 o 1-800-859-0829 (dentro del estado únicamente) o visite nuestra página de inicio en: <https://ncchildcare.ncdhs.gov/>

Abuso, negligencia o maltrato infantil

Todos los ciudadanos tienen la responsabilidad de informar un presunto abuso, negligencia o maltrato infantil. Esto ocurre cuando un padre o cuidador lesiona o permite que otra persona lesione a un niño físico o emocionalmente. También puede ocurrir cuando un padre o cuidador pone en riesgo de lesión grave a un niño o permite que otra persona ponga en riesgo de lesiones graves a un niño. También se produce cuando un niño no recibe la atención adecuada, supervisión, las medidas disciplinarias apropiadas, o cuando un niño es abandonado. Las leyes de Carolina del Norte exigen que cualquier persona que sospeche de maltrato infantil en un centro de cuidado infantil informe la situación a la Unidad de admisión en la División de Desarrollo Infantil y Educación Temprana al 919-814-6300 o 1-800-859-0829. Los informes pueden realizarse de manera anónima. Una persona no puede ser responsable de un informe hecho de buena fe. El operador del programa debe notificar a los padres de niños actualmente inscritos por escrito de la justificación de cualquier queja de maltrato o la emisión de cualquier acción administrativa contra el centro de cuidado infantil. Las leyes de Carolina del Norte exigen que cualquier persona que sospeche de abuso o negligencia infantil en una familia informe el caso al departamento de servicios sociales del condado.

Transporte

Los centros de cuidado infantil u hogares familiares de cuidado infantil que proporcionan transporte para niños deben cumplir con todas las leyes de vehículos automotores, incluidos los requisitos de inspección, seguro, licencia y sujeción. Los niños nunca deben quedarse solos en un vehículo, y se deben mantener las proporciones de personal/niños.

Requisitos de registro

Los centros y hogares deben mantener registros precisos de los niños, el personal y el programa. Debe mantenerse un registro de simulacros mensuales de incendio y trimestrales de refugio en el lugar o cierre total. Se debe desarrollar una política de sueño seguro y compartir con los padres si niños menores de 12 meses reciben atención. La política de prevención del síndrome del bebé sacudido y traumatismo craneal por abuso debe desarrollarse y compartirse con los padres de niños de hasta cinco años de edad.

Disciplina y control del comportamiento

Cada programa debe tener una política escrita sobre disciplina, debe analizarse con los padres y debe entregarse una copia a los padres cuando se inscribe el niño. Los cambios en la política de disciplina deben compartirse con los padres por escrito antes de entrar en vigor. El castigo corporal (golpear, abofetear u otra medida de disciplina física) está prohibido en todos los centros y hogares

familiares de cuidado infantil. Los programas patrocinados por instituciones religiosas que notifiquen a la División de Desarrollo Infantil y Educación Temprana que el castigo corporal es parte de su capacitación religiosa están exentos de esa parte de la ley.

Requisitos de capacitación

El personal del centro y hogar familiar de cuidado infantil debe contar con certificación en RCP y primeros auxilios, capacitación sobre ITS-SIDS (si brinda atención a bebés de 0 a 12 meses), antes de brindar atención a niños y cada tres años en lo sucesivo. La capacitación sobre Preparación y respuesta ante emergencias (EPR) en centros de cuidado infantil es obligatoria, y cada centro debe crear un plan de EPR. El personal del centro y el hogar también debe completar una cantidad mínima de capacitación sobre seguridad y salud, así como horas de capacitación anual continua.

Plan de estudios y actividades

Los programas con cuatro y cinco estrellas deben utilizar un plan de estudios aprobado en las aulas que brindan servicios a niños de cuatro años. Otros programas pueden elegir usar un plan de estudios aprobado para obtener un punto de calidad para la licencia calificada con estrellas. Los planes de actividad y el cronograma deben estar disponibles para los padres y deben demostrar un equilibrio de actividades intensas y tranquilas en espacios interiores y al aire libre. Un plan de actividad por escrito que incluye actividades diseñadas para estimular las áreas de desarrollo de acuerdo con las Bases para aprendizaje y desarrollo tempranos de Carolina del Norte. Las salas deben configurarse para alentar a los niños a explorar, utilizar materiales por cuenta propia y tener opciones.

Salud y seguridad

Los niños deben estar vacunados según el programa. Cada hogar familiar y centro de cuidado infantil con licencia deben garantizar la salud y la seguridad de los niños al desinfectar las áreas y los equipos utilizados por niños. Para centros y FCOH, las comidas y bocadillos deben ser nutritivos y cumplir con los Patrones de comidas para niños en cuidado infantil. Los alimentos se ofrecerán al menos una vez cada cuatro horas. Los inspectores locales de salud, construcción e incendio visitan los centros con licencia para asegurarse de que se cumple con los estándares. Todos los niños deben poder jugar al aire libre cada día (si el clima lo permite) durante al menos una hora al día para niños en edad preescolar y al menos treinta minutos al día para niños menores de dos años. Se debe proporcionar a los niños espacio y tiempo para descansar.

Licencia calificada de dos a cinco estrellas

Los centros y hogares familiares de cuidado infantil que cumplen con los requisitos mínimos de la licencia recibirán una licencia de una estrella. Los programas que elijan de manera voluntaria cumplir con estándares más altos pueden solicitar una licencia de dos a cinco estrellas. La cantidad de estrellas que obtiene un programa se basa en los niveles de educación que reúne su personal y los estándares del programa obtenidos por el programa y una opción de punto de calidad.

Verificaciones de antecedentes penales

La calificación de antecedentes penales es un requisito previo al servicio. Todo el personal debe someterse inicialmente a una verificación de antecedentes penales y cada tres años en lo sucesivo. Este requisito incluye a miembros del hogar que tienen más de 15 años en hogares familiares de cuidado infantil.

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This day care
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**Meals served here must meet USDA's
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Questions? Concerns?

Catawba County Schools-Kelly Nicholson-QUEST Director
828-464-8333

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<https://www.fns.usda.gov/>

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United States Department of Agriculture
Food and Nutrition Service FNS-317
August 2024

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¿Preguntas? ¿Inquietudes?

Catawba County Schools-Kelly Nicholson-QUEST Director
828-464-8333

Aprenda más información sobre CACFP en el sitio web del
USDA: <https://www.fns.usda.gov/>

USDA es un proveedor, empleador y prestamista que ofrece igualdad de oportunidades.

United States Department of Agriculture
Food and Nutrition Service FNS-317
August 2024



QUEST Calendar

2024-2025

Full Days and Holidays

August	January
26th - QUEST begins	1st - Closed/ Holiday (<i>not charge</i>) 2 and 3 - Full Day 20th - Closed/Holiday (<i>charged</i>)
September	February
2nd - Closed/ Holiday (<i>charged</i>) 27th - Full Day	13th - Full Day 14th - Full Day 17th - Full Day
October	March
18th - Full Day	14th - Full Day 17th - Full Day
November	April
1st - Full Day 11th - Closed/Holiday (<i>charged</i>) 27th - Full Day 28 and 29 - Closed/ Holiday (<i>charged</i>)	18th - Closed/ Holiday (<i>charged</i>) 21-25 - Open for Spring Break (<i>only charged if you attend</i>)
December	May
20th - Early Release Day 23 - Jan. 1 - Closed/ Holiday (<i>not charged</i>)	23rd - Early Release Day 26th - Closed/Holiday (<i>not charged</i>) 27-28 - Closed / Change Over Days 29th - Summer QUEST begins