**SAXAPAHAW VILLAGE KIDS**

**PRESCHOOL AND DAYCARE**

****

**Parent Handbook**

**2019-2020**

Phone: 336-525-2545

Email: SaxapahawVillageKids@gmail.com

Webpage: SaxapahawVillageKids.com

**Saxapahaw Village Kids Policy for 2019-2020** (updated December 2019)

Saxapahaw Village Kids is a daycare program sponsored by

**Saxapahaw United Methodist Church**

Contents

[1. PHILOSOPHY AND GENERAL INFORMATION 4](#_Toc29210699)

[1.1 Our Mission Statement 4](#_Toc29210700)

[1.2 Our Program 4](#_Toc29210701)

[1.3 General Information 4](#_Toc29210702)

[1.4 Role of Faith 5](#_Toc29210703)

[1.5 Hours of Operation 5](#_Toc29210704)

[2. ENROLLMENT 5](#_Toc29210705)

[2.1 Children Enrolled 5](#_Toc29210706)

[2.2 Enrollment Policy 6](#_Toc29210707)

[2.3 Admission Requirements 7](#_Toc29210708)

[2.4 Registration Fee 7](#_Toc29210709)

[2.5 Children’s Clothing and Personal Belongings 7](#_Toc29210710)

[3. FEES AND DAYS OF OPERATION 8](#_Toc29210711)

[3.1 Fee Schedule 8](#_Toc29210712)

[3.2 Payment Policy 8](#_Toc29210713)

[3.3 Late Pickup Fee 9](#_Toc29210714)

[3.4 Calendar 9](#_Toc29210715)

[3.5 Inclement Weather Policy 9](#_Toc29210716)

[4. YOUR CHILD’S DAY 9](#_Toc29210717)

[4.1 Meals 9](#_Toc29210718)

[4.2 Daily Activities 10](#_Toc29210719)

[4.3 Rest Time 10](#_Toc29210720)

[4.4 Co-Curricular Programs 10](#_Toc29210721)

[4.5 Discipline Policy - Social Behavioral Expectations 11](#_Toc29210722)

[4.6 Toilet Training / Diaper Policy 11](#_Toc29210723)

[5. YOUR CHILD’S HEALTH 11](#_Toc29210724)

[5.1 Keeping a Sick Child Home 11](#_Toc29210725)

[5.2 Illness or Injury Developing During the Day 12](#_Toc29210726)

[5.3 Other Health Issues 12](#_Toc29210727)

[6. YOUR CHILD’S SAFETY AND SECURITY 14](#_Toc29210728)

[6.1 Arriving and Leaving the Daycare Safely 14](#_Toc29210729)

[6.2 Release of Children 14](#_Toc29210730)

[6.3 Emergency Evacuation 14](#_Toc29210731)

[7. PARENT PARTICIPATION / RIGHTS 14](#_Toc29210732)

[7.1 Communication 14](#_Toc29210733)

[8.2 Other Parental Rights Information 15](#_Toc29210734)

[9. CHILDCARE LAW AND REGULATIONS 15](#_Toc29210735)

[9.1 Overview of Child Abuse or Neglect 15](#_Toc29210736)

[9.2 Child Care Management Requirements 15](#_Toc29210737)

[9.3 Resolution of Child Care Management Issues 15](#_Toc29210738)

# 1. PHILOSOPHY AND GENERAL INFORMATION

## 1.1 Our Mission Statement

The mission of Saxapahaw Village Kids is to build and continually refine a daycare center where children ages 2 to 5 are cared for and encouraged as they develop and learn. We will focus on treating each child as a unique individual and foster each child’s natural curiosity and creativity, making particular use of the outdoors and innovative teaching methods. We will do everything we can to make the center affordable for all families.

## 1.2 Our Program

Saxapahaw Village Kids recognizes that each child has unique skills, talents and interests. We also recognize that children are innately curious about the world around them, and that they are capable of tremendous learning and amazing creativity. We will provide a safe environment where children will be treated with care and respect. We will help each child develop his or her unique abilities. There are three critical components Saxapahaw Village Kids will utilize to meet the above goals.

The first is outdoor play. We have a wide variety of natural materials available to the children every day inside our classrooms and actively play and explore outside as much as the weather allows. We regularly take nature walks that extend into the surrounding natural area and plant and tend our own vegetable garden each year.

The second key component centers on the idea of community. We recognize the fact that the well-being of children is the collective responsibility of the entire community. We embrace the gifts of this wonderful community of Saxapahaw by visiting local farms, businesses and artists and we regularly invite community members to visit and share their stories. We also acknowledge parents as crucial partners and as the first and most important teachers of their kids. We actively encourage and support volunteering and community-building events whenever feasible.

The third component is the use of interactive and creative teaching methods inspired by the Reggio Emilia approach to education where children learn basic skills through contextual learning, team building, and utilizing “the hundred languages of children.” Our goal is to meet with each family as part of the enrollment process and learn about each child and his or her particular strengths and interests.

## 1.3 General Information

Saxapahaw Village Kids is a non-profit ministry, owned and operated by Saxapahaw United Methodist Church, and dedicated to providing quality childcare for the families of Saxapahaw and the surrounding communities. We seek to provide a nurturing and safe environment for the children entrusted to our care.

We are established as a religious-sponsored daycare. In North Carolina, daycare centers can be regulated under the state’s star-rated system or they can be regulated as religious-sponsored daycares. Any religious-sponsored childcare facility is exempt from meeting some of the childcare requirements, but must meet all the health and safety standards as set forth in the child care rules. Saxapahaw Village Kids chooses to voluntarily meet all star-rated system regulations in addition to state health and safety standards. Please see North Carolina General Statute 110-106 for further details. More information can be found at the Division of Child Development website:

[http://ncchildcare.nc.gov/parents/pr\_sn2\_ov.asp](%20http://ncchildcare.nc.gov/parents/pr_sn2_ov.asp)

Our director is Renee Lynch, ([saxapahawvillagekids@gmail.com](mailto:saxapahawvillagekids@gmail.com)).

The daycare is overseen by a Daycare Board. The board is composed of two members of Saxapahaw United Methodist Church, two community members, one parent of a currently enrolled child, the Daycare Director, and the pastor of the Church.

## 1.4 Role of Faith

Saxapahaw Village Kids affirms core values shared by people of many faiths. These values include compassion, honesty, respect, open-mindedness, reliability, a sense of adventure, a love of learning, and being a good steward of our resources. These values are promoted by the teachers, the director, the pastor, and the volunteers.

If a parent has questions or concerns, please contact the pastor (Sue Eldon, 336-376-5651, [seldon@nccumc.org](mailto:seldon@nccumc.org)).

## 1.5 Hours of Operation

The daycare opens its doors at 7:15 a.m. and closes at 5:45 p.m. Monday through Friday. Children cannot be dropped off prior to 7:15 a.m. It is our preference that children be dropped off by 8:30 a.m. in order to participate more fully in the day’s activities, but this is not required. Please be sure your child is picked up by 5:45 p.m.

# 2. ENROLLMENT

## 2.1 Children Enrolled

The daycare offers a developmentally appropriate program, focusing on the individual needs, interests, and abilities of all children. All learning activities are real, relevant, and concrete. Through touching and manipulating things and interacting with people, young minds grow.

Children are grouped chronologically and developmentally, while taking into account space availability and maintaining staff-child ratios.

## 2.2 Enrollment Policy

It is our desire to welcome as many children as possible to SVK each year. Our maximum enrollment is 12 children in our younger class and 18 children in our older class. Given our goals and limitations, we will adhere to the following steps:

* Most enrolled children begin attending SVK at the beginning of the school year in August. Occasionally there are a few spaces available in the younger class in January as children "graduate" to the older class. If your child turns 2 in September or October you may choose to enroll in August and hold the spot until their birthday at which point they may begin attending regularly.
* Applications are accepted for the next school year from August to December. For example, if a family wants to enroll a child in August of 2021 applications can be turned in any time between August and December of 2020.
* We strongly encourage parents to visit the daycare before or concurrent to submitting an application in order to better understand our program and assure that this is a good fit for their child.
* In January of each year the Daycare Director will review all applications, prioritizing them in the following manner:

a. Siblings of children who already attend the daycare will be given top priority.

b. Since one of the key components of our program is community, proximity to the daycare will be given consideration.

c. In an effort to reflect the diversity of our community, the remaining applications will be given consideration.

* Parents will be notified of their enrollment status no later than January 31st.

a. If a child is enrolled, the Daycare Director will set up a conference to turn in the child's completed enrollment paperwork packet.  At this time parents are required to pay the $75 registration fee.

b. If a child is placed on the waitlist, you will be notified of your position on the waitlist.

* Recognizing that the needs of families change as they move or change jobs, we gladly accept applications for the waitlist from January to June of the year prior to enrollment.  For example, families interested in applying for the waitlist for August of 2021 may submit their waitlist application between January and June of 2021.
* The waitlist expires at the end of each calendar school year.  Parents may re-apply for the following year in August.

## 2.3 Admission Requirements

The following forms must be completed and returned in order for your child to enroll at Saxapahaw Village Kids Daycare:

* Child’s Application and Emergency Medical Care Information
* Children’s Medical Report: Record of a physical examination by a licensed physician must be on file within 30 days of enrollment.
* Immunization History: Immunizations are expected to be current upon enrollment. Please contact the director if you wish to be exempt from this requirement for religious reasons.
* Documentation of Receipt of Handbook
* Documentation of Receipt of Discipline Policies
* Documentation of Receipt of Summary of Child Care Law
* Off-Premise Activity Authorization
* Permission to Administer Topical Ointment/Lotion/Powder
* Nutrition Opt-Out Form
* Photo Release Form
* Electronic Funds Transfer Authorization Form
* Permission to Sign Out Form (if needed)
* Documentation of Receipt of Probationary Enrollment Policy

All forms are included in our enrollment paperwork packet and available online at www.saxapahawvillagekids.com.

## 2.4 Registration Fee

The registration fee of $75 must be paid at the time of enrollment. Checks are to be made payable to Saxapahaw United Methodist Church.

## 2.5 Children’s Clothing and Personal Belongings

Please send your child to the daycare each day with the following items:

* A sheet and a blanket (labeled with your child’s name) that will cover your child at naptime and can be taken home Fridays for laundering.
* A change of clothes, labeled with your child’s name.

We plan many activities that could result in your child getting wet and/or needing fresh clothing. With this in mind there are several important things to remember:

1. Your child will have his/her own cubby to keep clothing and other things.
2. Please label all of your child’s clothing.
3. Dress your child in comfortable, washable clothing. Let your child know it is okay to get dirty.
4. Good play shoes and socks should be worn at all times. For safety reasons, the children should not wear flip-flops or other open-toes shoes.
5. In winter, hats and gloves or mittens and warm jackets or coats are necessary. Children of all ages go outside every day, weather permitting.

# 3. FEES AND DAYS OF OPERATION

## 3.1 Fee Schedule

In an effort to make high quality child care affordable for all families that need it, Saxapahaw Village Kids uses sliding scale tuition, based on family income. If there is available space we will make every effort to accommodate part-time children. Tuition will be pro-rated. Most children will be enrolled full time. A $75 registration fee is required upon enrollment. An annual supply fee of $100 will be collected in August at the beginning of each school year and used to purchase classroom supplies for the students.

| **Household Income** | **Tuition for 2 to 3 ½ Year Olds** | **Tuition for 3 ½ to 5 Year Olds** |
| --- | --- | --- |
| 0-$35,000 | $130/week | $120/week |
| $35,000-$75,000 | $180/week | $165/week |
| $75,000+ | $220/week | $205/week |

## 3.2 Payment Policy

We strive to provide high quality childcare for your child. Prompt payment of tuition and fees is necessary to make the program run smoothly. All tuition is paid through **electronic funds transfer** from your checking account. Pleasefill out the EFT form included at the back of this document. EFTs can be done monthly, bi-weekly, or weekly. In the event that a scheduled payment is returned or bounces, the family will be charged a $35 returned payment fee. This fee will be assessed as part of your next regular EFT payment.

Always talk to the director about any problems or concerns you may have. In emergencies we may be able to help you. We are here to work with you and your child. To that end, please keep the following in mind:

1. Full payment is required when your child is absent in the case of illness or vacation. The staff is here every day and needs to be paid; therefore, you must pay your tuition in order to remain actively enrolled in the daycare.
2. Tuition is the same even when the daycare is closed for holidays and inclement weather. We believe, as a non-profit daycare, that all teachers and staff need paid time off during the year in order to provide the best possible care for our students.
3. You are required to give one week’s written notice before withdrawing your child from the daycare.

## 3.3 Late Pickup Fee

We recognize and understand that emergencies do occur and can result in late pickups. For the first three late pickup offenses a late fee of one dollar per minute, with a minimum of $5.00 will be charged when a child is picked up after 5:45 p.m. The time will be based on the daycare’s official clock located next to the sign in book. After the third offense a minimum fee of $25 plus $1 per minute will be collected. Late fees will be assessed as part of your next regular EFT payment.

## 3.4 Calendar

Please see the yearly calendar for holidays, teacher workdays and other closure days. The yearly calendar is available anytime online at [www.saxapahawvillagekids.com](http://www.saxapahawvillagekids.com).

## 3.5 Inclement Weather Policy

In the event of inclement weather or other unforeseen circumstances that occur that affect travel and/or the operation of the daycare, a closing or opening delay will be reported. We will alert families of any weather related delays or closures by 6:30 a.m. via email. This information will also be posted on our Facebook page and notifications will be sent to parents through the Brightwheel© application. If an early closing must occur once the daycare is already operating, we will contact each family by phone. We ask that you try to be in touch with the daycare if we are experiencing inclement weather. We are required to close the daycare after 30 minutes without power, regardless of the cause. If you have questions, please call the daycare.

# 4. YOUR CHILD’S DAY

## 4.1 Meals

**SNACK:** A morning and afternoon snack will be provided by the daycare. A morning snack will consist of at least two components selected from: milk, juice or fruit, and bread or cereal. An afternoon snack will also consist of at least two components selected from: milk, juice or fruit, bread or cereal, and meat or a meat alternative. A snack schedule for each week will be posted.

**LUNCH:** Please pack a healthy lunch and milk for your child each day. Please take the following state guidelines into consideration:

* A healthy lunch **MUST** include foods from at least four components: milk, 2 or more fruits or vegetables, meat or meat alternative, bread or bread alternative. A healthy lunch might be a peanut butter sandwich, carrot sticks, raisins and milk to drink.
* If you make the lunch as “user friendly” as possible it encourages independence.
* Each child must have 1/2 cup of milk daily with lunch. **We will provide 1% milk for lunch**. If you would like your child to have any other type of milk or dairy substitute please provide it daily labeled with your child's name.
* Lunch **must** have your child’s name and date on it since they will be refrigerated.
* Cookies and/or chips every day are discouraged.
* On special occasions like birthdays, if a parent wants to provide pizza, cupcakes or cookies, please tell the teacher in advance.

**Please let us know of any known allergies.**

## 4.2 Daily Activities

Our daily activities include a balance between individual play, large group and small group activities, and outdoor play.

In the classroom, learning centers are available for child initiated exploration and play including dramatic play, science, writing, art and creative expression, building and construction, and math materials.  Group activities include child initiated projects and exploration topics suggested by students and based on their interests and curiosities.  The children plan and conduct investigations during group activities.

Outdoor play includes nature walks, gardening, dramatic play in the tree fort or on the stage, and water play.

## 4.3 Rest Time

Rest time is provided every day and children are encouraged to rest quietly. Our program is physically engaging and active throughout the morning. This designated rest time allows your child to decompress and mentally process all that he/she has discovered throughout the day. Daily rest time is essential to success in early childhood.

Please try to allow your child to finish his/her naptime before pickup to prevent disruption of your child’s nap, as well as the naptime for other children.

## 4.4 Co-Curricular Programs

We strive to provide a variety of learning opportunities for our students. In the older classroom students will have the opportunity to participate in the following co-curricular programs made possible through partnerships within our community:

* Movement Monday: Mindfulness & Yoga Class with Growga©.
* Wildlife Wednesday: Interactive experiences with exotic animals from Wild Tails, LLC.
* Farm Fridays: Students are transported to Sprout Farm each Friday morning in the Fall and Spring for hands on learning experiences. In order for students to participate in this recurring field trip they must be dropped off at SVK no later than 8:30am on Friday mornings. This allows us time to offer a breakfast snack, restroom breaks, board the transportation vehicles, and arrive at Sprout Farm in a timely manner.

The classroom teachers also work together with the Director to schedule field trips directed related to project learning in the classroom. You will be asked to complete a field trip permission form for all trips. You will be notified at least the day before your child is to go on any trip. We must receive the signed field trip permission form in order for your child to participate.

## 4.5 Discipline Policy - Social Behavioral Expectations

Our program goals for helping children develop self-control and learn acceptable forms of social behavior are:

1. To help children learn to interact positively and cooperatively with their peers.
2. To allow children the space to resolve their own conflicts, but be prepared to intervene and guide them through conflict resolution.
3. To set fair and consistent boundaries.
4. To teach and role model positive, healthy behaviors.

SVK implements a Supportive Social Learning strategy as an alternative approach to discipline. This strategy is characterized by a commitment to conversation and relationship building and is defined by four primary components:

1. The teacher appreciates all perspectives in the classroom and includes everyone in creating a shared responsibility for the classroom community.
2. Relationships in the classroom community take precedence over any other agenda.
3. The teacher views all children as capable of overcoming conflicts and being socially successful.
4. The teacher enters all interactions with a questioning posture and a commitment to conversation.

## 4.6 Toilet Training / Diaper Policy

When you feel your child is ready for potty training, we are happy to work with you.

Please keep your child in pull-ups until the child can be accident free at school for the entire day. Remember that the activity level here at the center can distract your child from responding to an urge to use the potty, more so than at your home. Therefore we will use diapers/pull ups until your child can and will announce that he/she must use the bathroom and can control his/her bladder and bowels for a few minutes beyond that announcement.

If your child has transitioned to underwear and is unable to remain accident free during the day, he/she must return to wearing pull-ups until the staff is confident that the child can remain accident free for the duration of the day.

# 5. YOUR CHILD’S HEALTH

## 5.1 Keeping a Sick Child Home

One of the key factors in maintaining acceptable health conditions at the daycare is for the parents to make a responsible determination concerning their child’s health prior to arriving at the daycare. All children in attendance are expected to follow the daily plans. Please keep your child home when you feel he/she cannot participate fully.

Listed below are examples of when you should keep your child home; these are signs of contagious disease:

1. Upset stomach or has vomited in the last 24 hours
2. Diarrhea during the last 24 hours
3. Fever (unmedicated) in the last 24 hours
4. Rash
5. Open, draining sores or blisters
6. Red eyes or crusting on lashes
7. Sore throat
8. Earache
9. Any unusual or lethargic behavior

The daycare requires that you keep your sick child at home. Please make teachers aware when your child is on medication. If your child has a fever/infection, he/she must be symptom free for 24 hours prior to returning to the daycare. This includes ear infections, as in most cases children are in pain or are uncomfortable with ear infections. Children are observed upon arrival. Any child who shows signs of contagious illness will not be allowed to stay. If we see that a child cannot participate fully, a parent will be called for pick up.

## 5.2 Illness or Injury Developing During the Day

Always keep your telephone number and address up to date at the daycare.

If your child becomes ill or injured during the day, parents will be contacted. The status of any child’s health regarding attendance at the daycare is left to the discretion of the Director following communication with the child’s teachers and parents. Please come for your child within one hour of when called for illness or injury.

Slight injuries while at the daycare will receive first aid treatment by the staff. First aid will consist of cleaning with mild soap and water and applying ice, if necessary. When medical care is needed, the daycare will do everything possible to contact the parent. The decision to call your emergency contact person, call a doctor, or dial 911 will be determined by the Director based on the seriousness of the injury or illness. When medical treatment is required, all injuries are documented on an Injury Report that a parent/guardian will be asked to sign.

## 5.3 Other Health Issues

Developmental Growth: Parents are notified when developmental growth appears to need attention.

Communicable Diseases: When dealing with communicable diseases, Alamance County Health Department guidelines are followed. If your child has contracted a communicable disease such as measles, mumps, or chicken pox, please contact the Director immediately. The daycare will notify parents of other children who have come in contact with your child.

Head Lice: Saxapahaw Village Kids has a No Nit Policy in place which calls for the exclusions of a child from the daycare until all lice, nits (eggs) and egg casings have been removed.

Allergies: If allergies are suspected or develop while your child is enrolled at the daycare, they should be reported to the Director as soon as possible. A written statement from your doctor about the condition is required for the child’s safety and proper care. If a staff member notices any allergic symptoms, they will be reported to the parent for further medical attention.

Biting: Unfortunately, in the toddler age groups, biting will sometimes occur as a way to express their emotions. This can become an issue in toddlers who are having trouble expressing frustration or who have not developed their verbal skills sufficiently to articulate their emotions. As toddlers become preschool age their verbal skills improve, they are better able to cope with strong emotions, and biting is much less likely to occur. Every effort of supervision will be used to control biting. Appropriate cleaning of the bite and notification of the incident will be made to the parents of both the biter and the bitee. The following steps will be taken in the event of habitual biting:

1. On a given day, after two biting incidents that result in broken skin, the child will be sent home.
2. After two days of being sent home for biting, whether consecutive or not, parents of the child will be required to schedule a conference with the director and the child’s teacher before the child may return to school.
3. After the parent conference, if the child has another biting incident that results in broken skin, the consequence is immediate expulsion.

**5.4 Administering Medicine to Children**

The Director or Lead Teacher is authorized to give medication under the following conditions:

1. Medication must be prescribed by a doctor and in the original container, marked with the child’s name, date, doctor’s name, amount to be given, how often to give, druggist’s label and the name of the medication. In the case of non-prescription medications for situations such as chronic medical conditions and allergic reactions we will require a note from a doctor.
2. Medication will be kept in a designated locked cabinet at the daycare.
3. Parents must completely fill out the daycare’s medication permission form, sign it, and provide it to the classroom Lead Teacher. Please note that the dosage “as needed” is not acceptable by State Laws. There must be a specific dosage and a specific time for the medication to be administered.
4. Any noticeable reaction to the medication will be reported to the parent by the Director.

**Note: We must have a signed permission form in order to apply topical ointment such as sunscreen. Please send the sunscreen or other ointment with your child.**

# 6. YOUR CHILD’S SAFETY AND SECURITY

## 6.1 Arriving and Leaving the Daycare Safely

An adult must accompany all children while on the premises. **All children are to be signed in and out by a responsible adult.** The person arriving with a child is responsible for the child’s safety until signed in and released to the designated caregiver. At departure time, once the authorized adult has signed out a child, they are responsible for that child’s safety.

## 6.2 Release of Children

If anyone other than a parent picks up your child, he/she must be on the “Permission to Sign Out Form”. Please fill out the form and give it to your child’s teacher. Your child will not be dismissed to anyone not on the form.

## 6.3 Emergency Evacuation

We will practice a fire drill every month. A buzzer rings and each class goes to the nearest exit. The teacher takes the daily sign-in sheet with her. The children will exit the building and cross the parking lot away from the church where they will sit and the teacher will check off their presence on the sign-in sheet.

# 7. PARENT PARTICIPATION / RIGHTS

## 7.1 Communication

A child develops best when the parents and caregivers work together. The following activities and notes are planned for that purpose:

1. Individual conferences with the teachers and/or the Director may be scheduled as needed. For sensitive matters, conferences will be conducted in private when time can be scheduled for all involved parties to be available.
2. Newsletter and printed flyers will be sent out periodically to inform parents of upcoming activities. SVK uses the Brightwheel© application for daily notes to parents.
3. Feel free to contact the classroom teacher whenever necessary.
4. You are always welcome at the daycare and in your child's classroom.
5. Community events will be scheduled throughout the year to promote relationship building between our families such as potluck dinners, Parents Night Out, and playground workdays.
6. Parents are strongly encouraged to volunteer. Parent involvement improves the quality of care for all children.

## 8.2 Other Parental Rights Information

1. Parents have the right to see the information that is kept on file about their child. All information kept in these files is confidential.
2. Pictures of children will not be published without written consent of a parent/guardian. Please fill out a Photo Release Form.

# 9. CHILDCARE LAW AND REGULATIONS

The North Carolina Department of Health and Human Services, Division of Child Development, establishes Child Care Regulations in accordance with the North Carolina General Statutes regarding Child Care Facilities. A summary of these are published by the North Carolina Division of Child Development, and a copy of those is in the appendix of this handbook. For further information see General Statute 110, Article 7.

## 9.1 Overview of Child Abuse or Neglect

North Carolina began to address the problem of child abuse and neglect through law when the General Assembly enacted a voluntary child abuse reporting law in 1965. In 1971, it enacted a mandatory reporting law that makes all citizens, but especially professionals, responsible for protecting children by reporting child abuse and neglect. As of January 1, 1980, the North Carolina Child Abuse Reporting Law requires that any person who has cause to suspect that any child is being abused or neglected must report the case of that child to the Alamance County Department of Social Services at 336-229-2908. In addition, a report of suspected child abuse and neglect in a child care center may be made by calling the NC Division of Child Development at 1-800-859-0829.

## 9.2 Child Care Management Requirements

The North Carolina Department of Health and Human Services, Division of Child Development provides child care centers in North Carolina with guidelines they must adhere to in order to operate. These child care requirements specify the licensing standards of a child care center, including staff/child ratios, space and equipment requirements, staff training, age appropriate activities, health and safety and discipline guidelines.

## 9.3 Resolution of Child Care Management Issues

Any concerns or issues you may have regarding the daycare should be brought to the attention of your child’s teacher, then the Director. The Director will make every effort to respond to emails regarding concerns or issues within 24 hours.