



HCPS Child Care Parent Handbook

PSAM – PSPM – PLUS

Mills River Academy
96 School House Road
Mills River, NC 28759
828-891-2363

Tax ID# 56-1821543

Revision July 1, 2025

HCPS CHILD CARE PROGRAMS & PHONE NUMBERS

Atkinson Elementary
2510 Old Kanuga Road
Hendersonville, NC 28739
828-697-4936 / 828-435-3603

Bruce Drysdale Elementary
271 Bearcat Boulevard
Hendersonville, NC 28792
828-697-4951

Clear Creek Elementary
737 North Clear Creek Road
Hendersonville, NC 28792
828-697-4945

Dana Elementary
690 Ridge Road
Hendersonville, NC 28792
828-685-6790

Edneyville Elementary
2875 Pace Road
Hendersonville, NC 28792
828-435-3190

Etowah Elementary
320 Etowah School Road
Etowah, NC 28729
828-890-1115

Fletcher Elementary
500 Howard Gap Road
Fletcher, NC 28732
828-654-1640

Glenn C. Marlow Elementary
1985 Butler Bridge Road
Mills River, NC 28759
828-654-1641

Hendersonville Elementary
1039 Randall Circle
Hendersonville, NC 28791
828-698-4452

Hillandale Elementary
40 Preston Lane
East Flat Rock, NC 28726
828-698-4453

Mills River Elementary
94 School House Road
Mills River, NC 28759
828-890-1117

Sugarloaf Elementary
2270 Sugarloaf Road
Hendersonville, NC 28792
828-697-4941

Upward Elementary
45 Education Drive
Flat Rock, NC 28731
828-697-4929

HENDERSON COUNTY PUBLIC SCHOOL CHILD CARE

HCPS Child Care is an optional child care service designed especially for the children of Henderson County Public Schools and their working parents. HCPS Child Care offers PSAM and PSPM in all 13 elementary schools. The programs operate on a self-sufficient basis. Parent tuition covers all costs to run the Child Care program. This includes staff salaries, supplies, indirect cost to the schools, snacks, etc. HCPS Child Care is licensed by the North Carolina Division of Child Development and Early Education (category star rating) and the Department of Human Resources. Inspections are State conducted.

PROGRAM DESCRIPTION

The HCPS Child Care Program ensures that every effort is made to provide a safe, comfortable, and enjoyable environment for children enrolled. Many activities are planned to enhance the learning environment of the school day. Eligible students are Henderson County Public School elementary students K-5th grade, not to exceed age 12.

The PSAM program is planned according to the early morning hours. The program provides children a variety of in-door activities. These activities may include homework, reading, drawing, coloring and table games. The PSAM program does not include a snack. Students may eat breakfast following the PSAM program. A daily schedule and other important information is posted at the program for parents to review.

The PSPM program is an active program with consideration that the children have been in class throughout the day. The PSPM program should be a time of fun and relaxation. The program includes a snack, arts and crafts, table games, physical activities-inside and outside, story time, science, dramatic play, plus many other fun and educational things to do. Quiet time is also offered daily and children may choose to work on their homework during this time. A daily schedule, menu, and other important information is posted at the program for parents to review.

The Summer PLUS program is an active program with consideration that the children are on their summer break. The program is planned with many fun summertime activities scheduled. Children must have completed kindergarten to enroll in the Summer PLUS program. During the summer breakfast, lunch, and an afternoon snack is provided. Field trips are an exciting part of the summer program. Some additional fees may be required for field trips. Fun and educational trips are planned each week. A weekly visit to the pool is included as well. Presenters are brought into the program on a regular basis to share with the children. The program includes arts and crafts, table games, physical activities-inside and outside, story time, science, dramatic play, plus many other fun and educational things to do. A quiet time is also offered daily to give the children a time to relax. A daily schedule, menu, and other important information are posted at the program for parents to review. Summer PLUS ends two weeks prior to the start of the new school year. The Summer PLUS program must close at this time to allow classroom teachers to prepare their rooms and for the building to be prepared for the new school year.

On full day schedules for teacher workdays, winter weather days and Summer Plus, students are required to bring their own lunch unless told otherwise. Student lunches must include a drink in a non-breakable container. Student lunches must include healthy and well-balanced food. Please do not send foods that are required to be heated. Refrigeration is not available.

During the after school hours and Summer Plus hours, child care law states that children should play outdoors every day, if weather permits. Weather permitting means no weather advisory. All children must be able to participate in all the daily activities. If a child is not well enough to go outside, the child is

not well enough to be at the center. It is the parent's responsibility to make sure the child is properly dressed for the weather conditions.

HOURS OF OPERATION

During the regular school year, all programs operate Monday thru Friday, beginning on the first day of school and ending on the last day of the school year. Throughout the school year various sites will be open for teacher work days and winter weather days. On delay schedules PSAM program opens at 7:30 am.

The PSAM program operates daily from 6:30 am until the start of the school day. The PSPM program starts at school dismissal and ends at 6:00 pm. The Summer PLUS program days and operating sites are announced near Spring Break. The operating hours are 6:30 am – 6:00 pm. Drop off time is no later than 9:00 am. Parents must be aware of field trip times and adjust drop off time accordingly. Teacher work day care operates from 6:30 am – 6:00 pm. Parents wishing to use Teacher Work Day Care must pay and register by the deadline that is announced per event.

REGISTRATION FOR CHILD CARE SERVICES

Any parent wishing to enroll their child in the program is encouraged to visit the program before enrolling their child. The program has an open door policy for any parent wishing to see how the program operates. All registration information is available online at <https://www.hendersoncountypublicschoolsnc.org/child-care/home/annual-enrollment/> and is required annually.

A non-refundable registration fee is required at the time of registration. If a child attends both programs (PSAM/PSPM), only one yearly registration fee will be charged. A separate non-refundable registration fee is charged per child for the Summer PLUS program. This fee includes a t-shirt to wear on field trips and helps to offset the cost of the trips. There is no family cap on registration for the Summer PLUS program.

To complete the online registration form you will need the following information:

- Parent's work number, cell number
- Doctor's name and phone number
- Emergency contact names and phone numbers for at least three contacts other than parents.
- Insurance or Medicaid information (if applicable) and policy number
- Immunization records (within 30 days of enrollment)
- Recent small photo of child
- List of those authorized to pick up child and phone numbers
- Custody papers (if applicable)

If there are any changes to registration, please contact the director of the program your child attends. All registration information should be kept as accurate as possible.

Please be advised that 30 consistent days of non-utilization of our after-school program may result in the suspension of your child's enrollment due to limited capacity and the need to prioritize actively participating students.

RESERVATIONS

Weekly reservations are required for each child and week that care is needed. Reservations must be submitted through the [Parent Portal](#) and may be made up to nine weeks in advance.

To avoid additional charges, reservations must be completed by Friday at 6:00 PM for the following week of care. If not, your account will be charged at the emergency care rate.

Emergency care is available at a higher daily rate for families needing care only 1–3 days per week. These requests will be placed on a waitlist and granted only after full-week reservations are confirmed. If space remains, emergency care will open for the week.

TUITION

It is required that parents reserve days and make advance payment for all programs by Friday for the following week of care. Parents may pay by check, cash, money order or online through [K12 Payment Center](#) online service. If paying by cash, please bring the correct amount. Change is not kept on site.

Parents are requested to call the program that their child attends, in the event that the child will be absent on a day that has been reserved. Dates are not transferable and credit is not given for days absent. Parent tuition covers all costs to run the child care program. This includes staff salaries, supplies, indirect cost to the schools, snacks, etc. The child care program is self-sufficient and does not receive any tax dollars.

Summer PLUS registration is held around Spring Break of each school year. Since registration is held in early spring, consideration is made to accommodate changes for the first week of Summer PLUS. All changes to the first week of Summer PLUS must occur before the last day of the school year to receive any credit or to make any changes or transfers of tuition fees collected. The registration fee and reservation deposit are both non-refundable. Summer PLUS does not offer a daily fee or emergency care.

Parents receiving financial assistance are still required to follow the payment schedule if a parent fee is required. Advance payments are required for all programs by Friday for the following week of care. Any family receiving financial assistance from DSS must check with DSS to see if a new voucher is needed for each school year as well as for Summer PLUS care. If parents do not get a voucher by the first day the child attends, the parent will be responsible for full payment for the days the child attends. DSS funding is limited and is not always available.

TAX ID NUMBER

Henderson County Child Care will issue end of year payment statements if requested.
Tax ID# 56-1821543.

SNACKS

HCPS Child Care is required to comply with a daily “Meal Plan” that is nutritious and consists of at least two of the following components: milk, fruit, bread or cereal, fruits and vegetables, meat or meat alternative. These snacks are served to all children.

Parents must alert the Director of any food allergies and special diets for their children attending the program. We are required by licensing to post children’s food allergies in the area where children are fed. Snack menus are posted each month for parents to view.

USDA Non-Discrimination Statement:

In accordance with Federal civil rights laws and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public

assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Mail Stop 9410, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

FOOD FROM HOME

Student lunches must be labeled with the child's name. Food from home may only be served to your child. Home-made goodies are not permitted to be served to the rest of the children.

Student lunches must consist of four of the following components: milk, two or more fruits or vegetables, meat or meat alternative, bread or bread alternative. Child Care Rule .0901 says that the child care program is required to supplement your child's lunch if it does not comply. There may be a charge assessed to you to cover this additional cost.

WIC – The Special Supplemental Nutrition Program for Women, Infants and Children

WIC is a Federal grant program that provides nutritious foods, nutrition education and referrals to health and other social services to participants at no charge. WIC serves low-income pregnant, postpartum and breastfeeding women, and infants and children up to age five who are at nutrition risk. To be eligible for WIC, children must have a health or nutrition risk factor, live in a household with income at or below WIC guidelines and be less than five years old.

For more information about WIC call your local health department, or for a local WIC office phone number call 1-800-367-2229. Visit <https://www.fns.usda.gov/wic>

TEACHER WORK DAYS / SEVERE WEATHER DAYS

Teacher work day care is announced to parents that currently use the PSAM or PSPM program. Parents are given the location of the all day care site, the deadline for reservation and payment. This is sent for each event.

Parents will be notified of severe weather care sites but these may be subject to change due to various conditions.

TERMINATION OF SERVICES

Henderson County Public School Child Care strives to work with parents and situations that may arise throughout the school year. However, there may be times when services are terminated due to the following circumstances.

- The parent fails to complete all required enrollment papers along with shot records and a photo. All enrollment paperwork is required within 30 days of enrollment.
- Failure to pay child care fees in advance.
- Returned checks are not honored and NSF fees are not paid.
- Parents continually pick up their child past the 6:00 pm closing time.
- Habitual abuse of any of the program's policies discussed in this handbook.
- Failure to provide updated information on family status, address, and phone numbers.
- Please note that should your child be suspended from school, they will not be allowed to attend the after school program during that same time frame.

NON-SUFFICIENT FUNDS (NSF)

Henderson County Public School child care gladly accepts checks, however in the event your check is returned the following procedure will be followed: 1) Parents will be notified of the NSF check. 2) Re-payment (in cash) for the NSF check must be received when the parent is notified of the NSF check, either by their bank or the Director, whichever is first. 3) A separate \$25 NSF fee must be paid in cash. 4) After two NSF checks are written to the program the parent/guardian will then be put on a cash only basis. If any additional bank charges are incurred the parent/guardian will be responsible for those fees as well.

EMERGENCY CLOSINGS AND EARLY DISMISSAL

If it is necessary to close or delay the opening of Henderson County Public Schools, the child care information will be listed on News 13 WLOS. If school is on a two hour delay the PSAM program will open at 7:30 am. When the child care program closes for emergencies, parents will receive credit for care. Parents must advise the school as to what arrangements have been made for their child should an early dismissal occur. When school is dismissed for inclement weather, water or heat problems, or other emergencies this also affects the ability of the programs to operate and child care services will not be available. If such emergencies occur before or after school hours and during the child care operating hours, parents will be notified to pick up their children as soon as possible. Children must be picked up within the hour of notification.

CHILDREN WITH SPECIAL NEEDS

The HCPS Child Care program can provide for many special needs. However, our programs are not designed, staffed, or licensed to function as a therapeutic crisis intervention program. Any special needs information should be provided on the registration form and a special needs profile should be completed. The parent/guardian should discuss with the site director, prior to enrollment, the specific needs of the child. There may be a time when a child's illness, behavior, or special need go beyond the scope of care that the staff can provide in a group setting, where the safety and well being of all the children in the group must be the primary consideration. At such time, a parent/guardian or other designated adult will need to be contacted and available to pick up the child. It is essential that we work together to ensure that your child receives the best possible care while in a group setting.

ARRIVAL AND DEPARTURE

Safe arrival of children is very important. Parents or guardians using the PSAM, Teacher Work Day or Summer PLUS care must escort their children into the building. The parent or guardian must sign their children in on the sign-in sheet leaving them in the care of the HCPS Child Care staff.

Safe arrival for PSPM requires authorized school personnel to accompany the child to the program. Any child that attends another after school club or tutoring must be accompanied by the responsible person from that activity and be signed in on a delayed arrival form. Only parents or authorized adults (on the application form) may sign children out. Valid photo identification is required to pick up any child. Children will not be allowed to leave with anyone under 16 years of age. For the safety of your child, parents must sign them out before picking them up from the playground area.

There will be a \$10.00 late pick-up charge per child for each 15-minute increment that children are picked up after the 6:00 pm closing time. If there is no contact between child care staff & parents or authorized adults on the registration form by 7:00 p.m., the local authorities will be called. If late pick up becomes habitual, child care services will be suspended.

CUSTODY ISSUES

If parental custody is or should become an issue, you must supply a copy of the official custody papers to be kept on file at the site. Without the proper paperwork the HCPS Child Care staff must legally release children to either parent.

INTOXICATED ADULT POLICY

The child care staff will encourage any adult who appears intoxicated to call another emergency contact or a taxi to transport the adult and child home. If the adult chooses to leave, the staff will document the license plate number and call the police.

DISCIPLINE GUIDELINE

1ST OFFENSE.....VERBAL WARNING

2ND OFFENSE.....TIME OUT APPROPRIATE FOR THE AGE OF THE CHILD

3RD OFFENSE.....DIRECTOR / PARENT CONFERENCE

DISCIPLINE POLICY

The following are disciplinary guidelines that are used in PSAM / PSPM / PLUS.

- Corporal punishment is not used.
- Verbal warning is given.
- Problem will be discussed privately with the student..
- Time-out will be given.
- With repeated behavior problems the Director will consult with the parent.
- Students will be suspended from the program if consultation with the parent does not resolve the problem.

- The child care program also follows Henderson County Public Schools Student Code of Conduct.

REPEATED MISBEHAVIOR MAY RESULT IN:

- One Day Suspension
- Three Day Suspension
- Five Day Suspension
- Permanent suspension for the remainder of the school year or Summer PLUS program.

The child care coordinator must first approve all suspensions. Payment credits will not be given for days the child is suspended from care

IMMEDIATE / PERMANENT SUSPENSION CAN RESULT, DUE TO THE FOLLOWING:

- Fighting
- Injuring self, another child or staff member
- Cursing or swearing
- Running from staff
- Destruction of property
- Stealing
- Threatening Violence
- Leaving the designated area without permission
- Bringing a weapon to the program
- Harassing or bullying another student
- Showing disrespect to staff or other students
- Blatant disregard to rules or extreme disruptive behavior by child

PARENT COMPLAINT / BEHAVIOR

Any parent that has a complaint about the program should first speak to the person the complaint is with. This should be done with another staff member present, at an appropriate time, and in an appropriate manner. This should not take place in front of other children or in front of other parents/guardians. If this discussion does not resolve the issue the next step will be to address the Director at the site. If however, the parent is still not satisfied then they should call the child care office at 828-891-2363.

Any parent that has a complaint about another child in the program should take their concerns to the Director. The problem needs to be addressed in private away from the other children. At no time should a parent address another child in a negative manner. If this occurs, child care services may be suspended.

Child care services may be suspended immediately and permanently due to a parent: verbally attacking an employee of HCPS Child Care, cursing or swearing around children or at staff, threatening violence, harassing or bullying staff, showing blatant disregard to rules or extreme disruptive behavior by parent/guardian.

MEDICAL

Immunization records are required for each child. Immunization records must be kept current. If a parent chooses to not have their child immunized a written statement must be submitted to be filed with the child's registration paperwork. All immunization records or non-immunization letters are required within 30 days of enrollment.

Any medical condition must be noted on the child's registration form. A medical statement supplied by a physician may be necessary if health concerns arise. Parents will be notified if there are additional

requirements. If any special accommodations are needed please see the site Director before the child attends.

REPORTING CHILD ABUSE

North Carolina Law requires child care Professionals to report suspected cases of child abuse and neglect. HCPS Child Care staff is required to know the signs and symptoms of child abuse and neglect. If a staff member has reason to feel that abuse is occurring, they must report it to their immediate supervisor as well as the Department of Social Services. The HCPS Child Care staff does not conduct investigations.

HEALTH AND SAFETY POLICY

When children are sick and are not well enough to participate in group activities or outdoor play they should not attend any of the HCPS Child Care programs. If a child becomes ill during their stay in child care, a parent or other emergency contact person will be notified to pick up the child. The parent will be responsible to have the child picked up within the hour of notification. The staff will attempt to make the child comfortable and will provide a place for resting until they are picked up. Please contact the site director if your child has a contagious disease in order for the staff to watch for symptoms in other children. In cases involving contagious diseases or other serious health problems, the parent may be asked to provide a doctor's note before their child may return to the program.

For the health and safety of all children enrolled in the HCPS Child Care program, all children must be potty trained. All children must be able to attend to their own hygiene needs due to the fact that HCPS Child Care does not have additional staff, facilities or supplies required to change children in the program. Staff will assist children with special limitations when two staff are available to help. This protects all concerned. We realize that "accidents" will happen. "Accidents" by definition are unusual incidents and should only happen infrequently. If your child has more than one accident a day at the program, the parent/guardian will be phoned to come and change the child or pick them up from care.

CLEANING OF TOYS AND GAMES

The staff members of the program clean and sanitize the toys, games, and cubbies on a regular basis.

NO SMOKING REQUIREMENTS

(Child Care Rule 10A NCAC 09.0604)

Children shall be in a smoke free and tobacco free environment. Smoking and the use of any product containing, made or derived from tobacco, including e-cigarettes, cigars, little cigars, smokeless tobacco, and hookah, shall not be permitted on the premises of the child care center, in vehicles used to transport children, or during any off-premise activities. All smoking materials shall be kept in locked storage.

ADMINISTERING MEDICATION

(In accordance with 10ANCAC 09.0803)

No prescription or over-the-counter medication and no topical, non-medical ointment, repellent, lotion, cream or powder shall be administered to any child without written instruction and authorization by the parent or doctor. State licensing regulations require medications to be locked up at all times. Please do not send medication, lotions, creams, sunscreen, inhalers, etc. in the child's book bag. Children are not allowed to keep these items with them. They must be given to the Director immediately upon arrival.

Please note that HCPS Child Care staff will not give the first dosage of any medication. The first dosage should be given under the watchful care of a parent or guardian.

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 which must match instructions on the container
- The name of the prescribing physician or other health professional
- The date the prescription was filled
- The time the medication is to be given. Instructions cannot say as needed.

*A new permission to administer medication form must be filled out every six months for prescription medications, Benadryl, acetaminophen, and ibuprofen.

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.

- The child's name
- The name of the medication
- The amount and frequency of dosage which must match instructions on the container
- The signature of the parent, physician or other health professional
- The date the instructions were signed by the parent, physician or other health professional.
- The time the medication is to be given. Instructions cannot say as needed.
- The permission to administer over-the-counter medications is valid per episode.

EMERGENCY INFORMATION

Parents will be notified immediately if a serious injury occurs to their child during child care operating hours. Parents must provide the proper information needed to have their child treated in an emergency. The parent is responsible for keeping the most up-to-date information on how to get in touch with them. Any changes in phone numbers or addresses must be made known to the child care Director immediately.

In the event of an emergency the child care Director will first try to contact the parent. If the parent cannot be reached, 911 will be called. In the case of an extreme emergency, 911 will be notified first. Parents are financially responsible for any expenses for medical care or transportation incurred on their child's behalf.

PARENT INVOLVEMENT

The HCPS Child Care program wishes to establish a partnership with parents. Parents are invited to share in their child care program through active and regular involvement, which is best suited to your child's needs and your family's time and resources. Parents are encouraged to visit and observe the operations of the program.

Parent involvement may also include time for parents to assist in a project that the children in the program are working on. For example: Christmas cards for our Military, Christmas shoe boxes, Making Valentines for children in the hospital, collecting money to help our neighbors in need, March of Dimes, etc. The staff of the child care program is always looking for ways to contribute to our community

Parents have the right and a responsibility to voice questions that they may have about the child care program. Parent questionnaires are done annually and the results are used to better the programs. Any concerns that a parent may have needs to be addressed, privately, with the site Director. Any problem

that is not corrected from this meeting should be brought to the Child Care Coordinator's attention. Please feel free to call 891-2363 and ask to speak to the Coordinator.

Any parent wishing to volunteer in the child care program must go through the HCPS criminal background check, would be required to have a current TB test, and fill out a HCPS volunteer application.

PERSONAL ITEMS & TOYS

We caution parents about children bringing personal items to any of the programs. HCPS Child Care staff is not responsible for toys; money, etc. brought to the program or be responsible for replacement of these items. Items that are not allowed in the child care program are electronic games, tablets, e-readers, iPads, iPhones, iPods, cell phones and trading cards (including Pokémon Cards). If any of these items are brought to the program the Director will take the item and return it to the parent/guardian at pick up. Perfume, nail polish, and lip gloss/chapstick will be held until parents arrive for pickup. Please do not have your child bring makeup or any personal care item that they may try to share with another child. If an item becomes a problem it is at the Director and Group leader's discretion if it needs to be put away and not brought back to the program.

SCREEN TIME

The North Carolina Division of Child Development and Early Education regulates how much screen time is allowed in child care facilities. The law states that children two years of age and older may have up to 2 ½ hours per week of screen time. This includes television, videos, video games (including handheld games) and computers. Screen time may only be offered as a free-choice activity.

STAFF

Henderson County Public School Child Care includes the Director who is in charge of the program at the school they work at. Also, one or more group leaders may be part of the PSPM staff and assist in providing quality, individual care for the children. These are employees of the Henderson County Board of Education and are employed specifically for PSAM/PSPM/Summer PLUS. Occasionally, other personnel from the school or community may be utilized in providing special activities, volunteering and substituting. All staff receive BSAC-Basic School Age Care, Playground Safety training, First Aid/CPR/AED, Health and Safety Training and additional hours of training in child care related classes each year.

HOMEWORK POLICY

It is the goal of Henderson County Public School Child Care to offer children a well balanced program. While we understand the importance that homework plays in the life of a child, as well as for the families we serve, we strive to meet the needs of the whole child. In addition to helping children meet personal academic goals, we recognize our responsibility to give children a chance to socialize, have unstructured play both indoors and out, and have a nutritious snack.

Our schedule reflects current research showing children concentrate better and produce more work when they've had a chance for a physical break first. It also reflects current licensing standards to take children outside every day. As a licensed program we meet the NC Division of Child Development and Early Education requirement to offer, at least, three activity choices during a three hour time frame.

For those choosing to do homework, while we can't promise accuracy and/or completion, we do wish to support the homework choice in the following ways:

- A 20-30 minute time frame to work on homework at the same time as other quiet activity choices
- Paper, pencils, and basic resource materials
- A place to work
- Interaction with children completing homework when appropriate

Henderson County Child Care Discipline & Behavior Management Policy

Praise and positive reinforcement are effective methods of the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy.

WE:

1. DO praise, reward, and encourage the children.
2. DO reason with and set limits for the children.
3. DO model appropriate behavior for the children.
4. DO modify the classroom environment to attempt to prevent problems before they occur.
5. DO listen to the children.
6. DO provide alternatives for inappropriate behavior to the children.
7. DO provide the children with natural and logical consequences of their behaviors.
8. DO treat the children as people and respect their needs, desires, and feelings.
9. DO ignore minor misbehaviors.
10. DO explain things to children on their level.
11. DO stay consistent in our behavior management program.
12. DO use effective guidance and Behavior management techniques that focus on a child's development.
13. DO use short supervised periods of time-out sparingly.

WE:

1. DO NOT spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish the children.
2. DO NOT make fun of, yell at, threaten make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.
3. DO NOT shame or punish the children when bathroom accidents occur.
4. DO NOT deny food or rest as punishment.
5. DO NOT relate discipline to eating, resting, or sleeping.
6. DO NOT leave children alone, unattended, or without supervision.
7. DO NOT place children in locked rooms, closets, or boxes as punishment.
8. DO NOT allow discipline of children by children.
9. DO NOT criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.

**Henderson County Public School Child Care
Discipline Contract**

DISCIPLINE GUIDELINE

First Offense – Verbal Warning

Second Offense – Time out appropriate for the age of the child

Third Offense – Director and parent conference

DISCIPLINE POLICY

The following are disciplinary guidelines that are used in PSAM / PSPM / PLUS.

- Corporal punishment is not used.
- Verbal warning by the group leader.
- Staff members will discuss the problem with the student privately.
- Time-out will be given.
- The Director will meet with the parent when there are repeated behavior problems
- Students will be suspended from the program if consultation with the parent does not resolve the problem.
- The child care program also follows the Henderson County Public School Student Code of Conduct.

REPEATED MISBEHAVIOR MAY RESULT IN:

- One day suspension
- Three day suspension
- Five day suspension
- Permanent suspension for the remainder of the school year or Summer PLUS program.

IMMEDIATE / PERMANENT SUSPENSION CAN RESULT, DUE TO THE FOLLOWING:

- Fighting
- Injuring self, another child or staff member
- Cursing or swearing
- Running from staff members
- Destruction of property
- Stealing
- Threatening Violence
- Leaving the designated area without permission
- Bringing a weapon to the program
- Harassing or bullying another student
- Showing disrespect to staff or other students
- Blatant disregard to rules or extreme disruptive behavior by child

**HENDERSON COUNTY PUBLIC SCHOOL CHILD CARE
PSAM/PSPM/PLUS FEE PAYMENT POLICIES**

1. Registration Fees must be paid and the FEE AGREEMENT signed prior to the child's first day of attendance.
2. It is required that parents must reserve days and make advance payment for all programs on Friday for the following week of care. Dates are not transferable and credit is not given for days missed.
3. Accounts reserved after the cutoff will incur the emergency rate for that week.
4. Parents receiving financial assistance are still required to follow the payment schedule if a parent fee is required. Advance payments are required for all programs by Friday for the following week of care. Any family receiving financial assistance from DSS must apply and receive a new voucher for each school year, for Summer PLUS care, and to receive care at another site during the school year (ex: for Teacher Work Day Care). If parents do not get a new voucher by the first day the child attends, the parent will be responsible for full payment.
5. Parents must sign-up and pay in advance for Full Day Care on TEACHER WORK DAYS within the time frames specified (1-2 weeks in advance for Teacher Workdays). Fees for Winter Weather Care are paid upon arrival at the Winter Weather site.
6. Credit will not be given for days purchased and not used except in cases of family emergencies or extended illness. The student must be out for five consecutive days within the week. Credit for payments are not given for suspensions. The parent and site director must complete a written Fee Payment Agreement Adjustment for credit to be approved. If Henderson County Public Schools close due to any unforeseen reason, a credit will be given for that day(s).
7. There will be a \$10.00 late pick-up charge per child for each 15-minute increment that children are picked up after the 6:00 pm closing time. If there is no contact between child care staff & parent/authorized adult on the registration form by 7:00 p.m., the local authorities will be called.
8. Child care fees may be paid by check, cash, money order or by debit or credit card through K12PaymentCenter. If paying in cash, please provide the correct change or expect to have the remaining balance credited to the account.
9. In the event your check is returned the following procedure will be followed:
 - a. The parent will be notified of the NSF check
 - b. Re-payment must be made in cash for the NSF check
 - c. A \$25.00 NSF fee must be made in cash
 - d. In the event that two NSF checks have been written; the parent or guardian will be put on a cash only basis.
 - e. If any additional bank charges are incurred, the parent or guardian will be responsible for those fees as well.

Henderson County Public School Child Care Aquatic Activity Policies

Aquatic activities are defined as activities that take place in, on, or around a body of water such as swimming, swimming instruction, wading, visits to water parks, and boating.

General Supervision:

- At least one person who has a current lifeguard training certificate must be at the site for every 25 children in care that are participating in aquatic activities. The certified lifeguards will not be counted in child/staff ratios.
- Child/staff ratios that have been mandated for school age children will apply to all Henderson County Public School child care aquatic activities and must be maintained at all times. The ratios will be one staff member to 13 children for aquatic activities.
- Regardless of how small a number of children are participating in aquatic activities, at least two staff members must be present at all times.
- Staff will devote their full attention to supervising the children in the pre-assigned areas of coverage and shall communicate with one another about children moving from one area to another. Adequate supervision must be maintained at all times.
- Half of the staff needed to meet staff/child ratios must be in the water and the other half must be out of the water. If an uneven number of staff is needed to meet the required staff ratios, the majority shall be in the water. Those stationed outside the water must be stationed alongside the pool so visual supervision is maintained. Positions will be assigned before arrival to the aquatic activity and staff should be ready to assume their positions when the children begin the water activity. This will assure that staff will be able to see, hear, and respond quickly to the children.
- N.C. child care law prohibits children in licensed child care programs from being in public restrooms or dressing rooms with the general public present.
 - Staff must check restrooms and dressing rooms to determine that no one is inside before allowing children in their care to enter public restrooms.
 - Staff should remain at the entrance to deter others from entering while the children are inside.
- While staff is on duty during aquatic activities, the use of a personal cell phone to take/make calls or text messages is prohibited.
- All staff regulations such as no tobacco use, dress code and conduct are all enforced on aquatic activities.

Supervision of attending to personal needs of the children (restroom/changing clothes, etc.)

- A staff member that is outside the water will supervise children with their personal needs away from the pool area.
- A staff member will never assist a child with their clothing unless necessary and there will always be another staff member in attendance.
- Staff in the water should be notified of any children that are leaving the pool area and should be notified upon their return.
- All children must come to the program with appropriate sunscreen on for protection. After 1 hour to 1 ½ hours of aquatic play the children will have sunscreen reapplied by a staff member.

Aquatic Safety Hazards:

- Children must follow the posted rules for aquatic activity at all times.
- Running while participating in aquatic activities is prohibited.
- Children are not allowed to participate in horseplay in or around the water.
- Children must stay within the designated area, unless escorted by a staff member.

- Pool staff must be notified of any instance where medical or first aid attention is necessary. Examples: Cuts, falls, scrapes, vomiting of swallowed water, etc.
- All children must pass a swim test (given by the lifeguards), to be allowed to swim in the deep area of water.

Discipline during Aquatic Activities:

- Staff and/or lifeguards will review with the children safety practices at each visit to an aquatic activity and will be reminded of the consequences of breaking these rules.
- Rules that are posted at the aquatic activity apply to all children.
- When any child does not follow the established rules for the aquatic activity, they may be corrected by the lifeguard on duty or staff of the program.
- The discipline and behavior policy of Henderson County Public School Child Care is strictly enforced during aquatic activities. Any child that repeatedly disregards this policy will be disciplined accordingly. This may mean missed swim time.

Summary of North Carolina Child Care Law and Rules

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

What is Child Care?

The law defines child care as:

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

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

Child Care Centers

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

Two through Five Star Rated License

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

Child Abuse, Neglect, or Maltreatment

Every citizen has a responsibility to report suspected child abuse, neglect or maltreatment. This occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. It may

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

Parental Rights

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

How to Report a Problem

North Carolina law requires staff from the Division of Child Development and Early Education to investigate a child care center when there has been a complaint. Child care providers who violate the law or rules may be cited for violations of child care requirements and may be issued an administrative action, fined, and/or may have their licenses suspended or revoked. Administrative actions must be posted in the facility. If you believe that a child care provider fails to meet the child care requirements, or if you have questions, please call the Division of Child Development and Early Education at 919-814-6300 or 800-859-0829

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

Education and Training

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

Criminal Background Checks

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

Reviewing Facility Information

From the Division's Child Care Facility Search Site, the facility and visit documentation can be viewed <http://ncchildcaresearch.dhhs.state.nc.us/search.asp?lang=English>. A public file is maintained in the Division's main office in Raleigh for every licensed center. These files can be viewed during business hours (8am-5pm) by contacting the Division at 919-814-6300 or 1-800-859-0829 or requested via the Division's web site at <https://ncchildcare.ncdhhs.gov/>.

Staff/Child Ratios

Ratios are the number of staff required to supervise a certain number of children. Group size is the maximum number of children in one group. The minimum staff/child ratios and group sizes for single-age

groups of children in centers are shown below and must be posted in each classroom. A sample staff/child ratio chart can be found on the DCDEE website under “Provider Documents and Forms”.

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

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

Space and Equipment

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

Record Requirement

Centers must keep accurate records such as children's, staff, and programs. 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.

Curriculum and Activities

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

Health and Safety Children

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

Transportation Child

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

Discipline and Behavior Management

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

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

This summary shall be posted for the public to view in accordance with G.S. 110-102 Child Care Commission <https://ncchildcare.ncdhhs.gov/Hom/Child-Care-Commission>
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