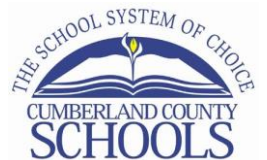




Parent
Handbook

2019-2020 School Year



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

Mission Statement

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

Objective and Goals

Prime Time's objective is to provide a comprehensive before & after school care program for children. Our goals are as follows:

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

Eligibility

All children in Cumberland County Schools beginning kindergarten (no younger than 5 by August 31st) through grade five (no older than 12) who can benefit from the program are eligible to attend. Sixth graders (no older than 12) may attend Prime Time if the parent arranges transportation for the child to an elementary school that hosts Prime Time.

Notice to Parents

- It is your responsibility to keep us informed of any change of employment, address, telephone numbers, hours of work, and emergency contacts. It is imperative that we are able to contact you.
- The registration fee covers your child's day care until the end of the school year OR until your child is withdrawn from the program, whichever comes first.
- If your child requires medication during Prime Time, please fill out all necessary medication forms and return them (with the child's medication) within 14 days to the Site Director. These forms are available at the Prime Time Administrative Office or at your child's Prime Time site.
- If you have a credit on your child's account, you can request it in writing or by calling the Prime Time Administrative Office up to 6 months after the de-enrollment date. After 6

months, credits will remain on the account for up to 1 year to use for future Prime Time services.

- Prime Time follows the school district's calendar and only operates when the schools are open.
- All paperwork will be kept on file at your child's school until the end of the school year. After this time, paperwork will be shredded.
- Prime Time values good customer service and interaction among staff and families. It is Prime Time's expectation that your child's Site Director personally introduce him/herself to you, as well as the counselors at your child's program. To ensure this is being done, please contact the Prime Time Administrative Office if you have not been personally introduced to the staff working at your child's school.
- Parents are welcome to request a tour of the Prime Time operational areas at any time. Please be sure to ask for a tour as your child's Site Director would be happy to provide you with this courtesy.
- Prime Time is not responsible for children's personal belongings that are lost, damaged, or stolen. Please keep your child's valuables at home.
- The last day of the Fall 2019-2020 program is May 31st, 2019 for Year Round and Traditional students.

Activities

Each week the children will have an opportunity to choose activities that best fit their interests and needs. The children can participate in two staff-instructed activities per day or may choose self-directed activities for their enjoyment. An example activity schedule is as follows:

Dismissal – 3:30 – Snack, Restroom, Outdoor Play

3:30 – 4:30 – Activity One: Children's Choice

4:30 – 5:30 – Activity Two: Children's Choice

5:30 – 6:00 – Supervised Free Time-All Stations Open.

*Children may choose to do their homework from school dismissal until closing.

Please Note: Homework is a self-directed activity.

*Homework and Reading Stations will be open as alternate options if a child chooses not to participate in staff instructed activities.

Outdoor Policy

The Division of Child Development that oversees the daily operations of Prime Time mandates the following North Carolina General Statute which Prime Time is required to observe. Please note the following:

Article 7, Chapter 110 of the North Carolina General Statutes requires that each child care center arrange for each child in care to be outdoors for a minimum of 30 minutes each day, weather permitting. [GS 110-9(2)] Weather permitting can be defined as anytime except adverse weather. Operators must use best judgment when deciding to take children outdoors. Short periods of time outdoors must be provided even in hot and cold weather. Playing in gentle rain and snow can be both educational and fun for children.

Outdoor play is required as part of the daily activities in a licensed child care center. Children that are too ill or cannot go outdoors are not able to participate in all the daily activities and should be excluded from care. 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.

All children including infants, must be taken outdoors daily. If the weather is too bad for the children to go outside, the center must provide some vigorous activities indoors such as a movement experience or a gross motor skills game.

*** Please note that the outdoor policy applies to all children including those with asthma and/or seasonal allergies.**

Prime Time suggests that all children are provided with warm clothing for outside play which may include items such as coats, mittens, hats and scarves every day when the weather is cool. If the temperature outside is 60 degrees or under, children must wear a jacket.

Cell Phone and Small Electronics Policy

Cell phones and other small electronics continue to advance and offer multi-use functions like camera, video recording, music player, texting, web browsing, and video games. When misused, these functions can put campers at risk of exposure to age-inappropriate material and can even lead to emotional injury. In order to ensure all students' privacy and safety, Prime Time will enforce a no cell phone and small electronics policy this school year.

Our policy is designed to:

- Reduce the stress associated with the damage to and theft of electronics.
- To promote socialization by allowing your children to fully embrace and "plug into" the connections they make with other children as they "unplug" from their electronics.
- Ensure that your children are not exposed to inappropriate material.
- Ensure that pictures or videos of your child(ren) are not posted on social media sites by other students.

We understand that parents look to cell phones as a way to communicate and check on their children throughout the day, however children will still only be a phone call away without their cell phone at Prime Time. You're always welcome to call your child at the Prime Time program. We typically have a landline number as well as two cell phones at each site. So whether we're in our designated space, out in the field, on the playground, or immersed a special event, you will always be able to reach us. The site's contact numbers will be given to you on the first day of the program.

We want to assure you that parents and guardians will be contacted if:

- Your child is ill.
- Your child needs medical attention off site.
- There are questions regarding medications or healthcare of your child.
- Your child asks to call you.
- Your child is unable to function within the program rules in a healthy way.

Any cell phones or small electronics that are brought to Prime Time will be placed in the child's cubby. Prime Time will not be responsible, for any reason, for the loss or damage to any cell phones or electronics brought to the program.

Intersession

Prime Time will operate for year round students during their intersession weeks (Exception: Prime Time is not open during Winter Break or Spring Break.) if a minimum of 10 children are signed up to attend. Hours of operation for Intersession are Monday through Friday, 6:30 am until 6:00 pm. Intersession is the only time that Prime Time allows for a break in service. Parents will choose which weeks (if any) to send their child and only pay for the intersession weeks used. The intersession rate is \$80 per week.

All Day Care

Prime Time is open on scheduled teacher workdays from 6:30 am until 6:00 pm at select locations, please see the calendar for the specific days that Prime Time is open. There is not an additional charge for care on these days for children enrolled in a weekly Prime Time program; parents registered for the All Day Care Only program will pay a cost of \$37 per day.

Parents need to be aware that their child must be picked up by the time for which they are registered: Before School Only and Partial After School by 4:30; Regular After School by 6:00; All Day Care Only by 6:00pm. Late fees will be charged to all children not picked up by their scheduled time (\$2 per minute). Prime Time will offer two snacks on All Day Care days, but lunch is not provided. Parents will need to pack a nonperishable lunch including a beverage on these days.

Please note: If your child attends a combination/host school for all day care days and takes medicine, you will be asked to sign your child's medicine in/out and transport the medicine to and from both locations.

Please notify the Site Director and call the Prime Time Office at least two business days in advance of the All Day Care day if your child will be attending.

* Please note: If a child is not signed up and paid at least two business days in advance, or not signed up at all but is dropped off on an All Day Care day, the parent will be responsible for providing two snacks and beverages for their child(ren) in addition to a lunch.

Parent Involvement

Parents are encouraged to participate by various means:

- Volunteer to help with the program by making presentations to the children or donating materials such as games, art supplies, bean bag chairs, or anything which you feel may be helpful to your child's site. We are a self-supporting program and donations are always appreciated!
- Communicate your needs to your Site Director. Let us know your thoughts. We can only improve the program through open communication and suggestions.
- Attend our monthly special events and our two Parent Involvement Nights!

Snacks and Meals

All snacks served at Prime Time meet all USDA standards. If your child has a food allergy, please ensure that a Special Diet Order form is on file with your child's school, and notify the Prime Time staff about the allergy by listing it in the Prime Time Health Information section. Parents are encouraged to review the snack schedule located on the Prime Time Parent Information Board near the sign-out table.

Cumberland County Schools Prime Time **does not** furnish lunch or supplemental food items on All Day Care days and during Intersessions. As such parents will be responsible for providing lunch and a beverage on these days. We encourage parents to provide healthy and nutritious meals for their children. Microwaves will not be available for student use. Children are not permitted to share meals; please speak to your child about this.

Sick Children

If your child becomes sick, we will isolate your child and you will be notified to pick him/her up within one hour. Parents should arrange with their employers to leave work if their child should become ill at Prime Time. If we are unable to immediately contact you, we will contact those individuals listed as emergency contacts on your child's account. Late check-out charges of \$2.00 per minute may be assessed if your child is not picked up within one hour of notification. As stated in the North Carolina Division of Child Development's Child Care Handbook, "**Children that are too ill or cannot go outdoors are not able to participate in all the daily activities and should be excluded from care. 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.**"

Medication and Procedures

It is the responsibility of the parent/guardian to inform Prime Time staff of their child's physician's order to take medication during Prime Time. The parent/guardian must provide medication to Prime Time staff for administration within 14 days of registration into the program. Failure to do so will result in interruption of child care service. In the absence of emergency medication(s), the school nurse will devise an emergency care plan that consists of calling 911, for which the parent will incur all costs. Please note: We do not have access to the school's medication or paperwork.

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

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

The parent/guardian must bring the medication to the Prime Time Site Director at the child's school. **Such medication must be in the original container labeled by the pharmacy.** Parent/guardian will check-in medication, count it, and sign the medication in on the Medication Check-In Log with the Prime Time Site Director. When your child leaves the program, medication should be signed out with the Prime Time Site Director on the child's last day. Prime Time staff will secure emergency medications and supporting documentation for all children with documented life threatening conditions, (i.e. asthma, seizures, and food/insect allergies). All medications will be secured and mobile for transport in emergency situations.

Please note: If your child attends a combination/host school for all day care days and takes medicine, you will be asked to sign your child's medicine in/out and transport the medicine to and from both locations.

Prime Time staff attend medication, asthma, and diabetes professional development every two years and retain all certification in the NCDCDEE documentation notebook. All Prime Time staff are certified in First Aid/CPR.

Discipline

Appropriate behavior is expected of all children. Inappropriate behavior is dealt with by reasoning with the child, visiting the reflection table, and requesting parental reinforcement from the home. Continued behavior problems, which cause disruption of the program for other children, may be cause for a child's suspension or expulsion from the program. If a child is removed from the program due to a behavioral problem, no refund will be given for the unused week of care that has been paid by the parent(s). We have a zero tolerance policy for fighting, threats to harm children or staff, and bullying, so children who participate in these behaviors may be suspended or expelled from the program. A child's dismissal from the program will be at the director's discretion and based upon the severity of the incident(s). We do not share information regarding the discipline of other children. Parents are not permitted to approach another child in the program regarding discipline matters.

Abusive Head Trauma Policy

Prime Time believes that preventing, recognizing, responding to, and reporting Abusive Head Trauma (AHT) is an important function of keeping children safe, protecting their healthy development, providing quality child care, and educating families.

AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and /or there is trauma to the head. Shaking may last only a few seconds but can result in severe injury or even death. According to North Carolina Child Care Rule (child care centers, 10A NCAC 09 .0608, family child care homes, 10A NCAC 09. 1726), each child care facility licensed to care for children up to five years of age shall develop and adopt a policy to prevent AHT.

Procedure/Practice:

- Children are observed for signs of abusive head trauma including irritability and /or high pitched crying, difficulty staying awake/lethargy or loss of consciousness, difficulty breathing, inability to lift the head, seizures, lack of appetite, vomiting, bruises, poor eating, no smiling or vocalization, inability of eyes to track and/or decreased muscle tone. Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

If AHT is suspected, staff will:

- Call 911 immediately upon suspecting AHT and inform the program supervisor/ director.
- Call the parents/guardians
- If the child has stopped breathing, trained staff will began pediatric CPR

Reporting:

Instances of suspected child maltreatment in child care are reported to Division of Child Development and Early Education (DCDEE) by calling 1-800-859-0829 or by emailing webmasterdcd@dhhs.nc.gov.

Prevention strategies to assist staff in coping with crying, fussing, or a distraught child:

Staff first determine if the child has any physical needs such as being hungry, tired, or sick. If no physical need is identified, staff will attempt one or more of the following strategies:

- Talk to the child in a soothing voice.
- Gently rub or stroke the child's back.
- Offer the child a favorite toy to play with
- Turn on music or white noise

In addition, Prime Time will:

- Allow for staff who feel they may lose control to have a short, but relatively immediate break away from the children.
- Provide support when parents/guardians are trying to calm a crying/upset child and encourage parents to take a calming break if needed.

Behaviors that are prohibited include (but are not limited to):

- Shaking or jerking a child
- Pushing a child into walls, doors, or furniture
- Tossing a child

To ensure staff members understand the brain development of children up to 5 years of age all staff take training on AHT within first two weeks of employment. Training includes recognizing, responding to, and reporting child abuse, neglect, or maltreatment as well as the brain development of children up to five years of age.

Positive Behavior Intervention and Support (PBIS)

The PBIS initiative is a process for creating safer and more effective schools. The process focuses on improving a program's ability to teach and support positive behavior for all children. PBIS is not a program or curriculum. It is a team-based process for systemic problem-solving, planning, and evaluation, and is an approach to creating a safe and productive learning environment.

Prime Time has established a matrix that serves as the framework of the initiative. The matrix breaks down the expectation and where this expectation should be demonstrated. All expectations fall under a specific category and goal. These goals are called, the "Prime Time 4." The "Prime Time 4" consists of: Be Safe, Be Respectful, Be Responsible, and Be Engaged. As children demonstrate appropriate behavior, they will be rewarded with a special corresponding bead to add to their Prime Time PBIS dog tag chain. Children will collect beads throughout the school year.

Pick-Up of Children

Only authorized persons 16 or older whose names appear on the emergency forms will be allowed to pick up children. NO EXCEPTIONS TO THIS RULE. Please be prepared to retrieve your child from their current activity and present a valid photo ID at all times when picking up. We care about your child and never want to release them to an unauthorized person. Please help us by cooperating. If you need to make a change or add someone to the pick-up list, please notify your Site Director and the Prime Time office. All children attending the morning program MUST be signed in by their parent/guardian and children attending the afternoon program must be signed out of the program by any person listed on their approved pick-up list. It would be helpful if all parents would provide pictures on the parent portal. This will help us identify quickly who is allowed to pick up a child.

Absences

There are NO refunds, credits, or transfer of payments for absences, sickness, mishaps, or holidays. A full week's fee is required if your child is absent for any amount of time. If a child needs to be away from the program for more than a week, WITH A PRIOR TWO WEEK NOTICE, it is best to withdraw your child from the program and pay another non-refundable registration fee when your child returns. Parents will also have the option to withdraw without a two week notice, however an early cancellation fee of \$75 for one child or \$100 for 2 children will be applied. Whether your child attends all of a week, part of a week, or none of a week, full payment is still due unless you withdraw your child with prior notification from the program. **You must contact the Prime Time Administrative Office to withdraw your child from the program. If your child is not attending due to non-payment, you are still responsible for payment. All non-payments incur a \$25.00 late payment fee weekly on the unpaid balance.**

Withdrawals

All withdrawals from the program must be submitted at least two (2) weeks in advance to the Prime Time Administrative Office. Failure to notify will incur an early cancellation fee posted to the account of \$75.00 for one child or \$100.00 for two or more children. If you wish to

re-enroll your child later, a \$35 re-registration fee will apply. **Remember that Prime Time is a continuous program and you are responsible for every week until your enrollment period ends.** Please note: The weeks of Winter and Spring Break do not count towards the two week early withdrawal requirement.

Payment

Payments are due Friday before the week of care. All programs run on a pre-payment basis. Prime Time is a continuous program. Once you have registered your child for the Prime Time program you must make a payment for every week. Payment received after the Sunday at 11:59pm of the week before care is considered late and you will be charged a \$25.00 late fee, and every week thereafter until the balance is paid. Payments placed in the drop-box after 5:30 PM will be processed the next business day and may be subject to a late payment fee. In the event of non-payment, the Prime Time Administrative Office will attempt to contact the parent/guardian(s) at the numbers provided. Failure to make payment will result in a break in child care service. All late payments should be paid by cash, money order, or credit card (no checks, please).

Payments can be made online through the parent portal, mailed, brought into the Prime Time Administrative Office during business hours (Monday-Friday, 8:00 am until 6:00 pm), or put in the drop slot in the front of the building. The drop slot is available for parents to submit a payment 24 hours a day, seven days a week. Credit Card payments (Visa/MasterCard) by phone may be subject to a convenience fee in addition to the regular processing fees. There is a 4.95% processing and handling fee for all credit/debit card transactions and a \$1.50 processing and handling fee for all e-check transactions. **Prime Time accepts cash, money orders, checks, debit (with logo on it), Visa, or MasterCard. Bill Pay:** Check with your bank's website to set up an account. We ask that parents list their Prime Time account number and child's name on all bill pay checks. Please include the following on your personal check and money order: Your Prime Time Account #, DL # and State, Full Name, Address, Phone Number, & Child's Name. **Prime Time does not resubmit returned checks.**

Mailing Address:

Prime Time
PO Box 53686
Fayetteville, NC 28305

Street Address:

Prime Time
1114 Gillespie St.
Fayetteville, NC 28306

Tax Statements—Parents/guardians may print their tax statement through their parent portal at www.ezchildtrack.com/ccsprimetime/parent. Please click on 'View Statements' to access tax documents.

Refunds

Parents can request a refund if their child is being de-enrolled from the program and a credit remains after all tuition and fees are applied. Refunds can be requested in writing or by calling the Prime Time Administrative Office up to 6 months after the de-enrollment date. After 6 months, credits will remain on the account for up to 1 year to use for future Prime Time services. Please allow 3-4 weeks for delivery.

*Please ensure we have the most up-to-date address on file to prevent a delay in your refund.

Return Check Policy

Prime Time will gladly accept your checks (paper or e-check), however in the event your check is returned, you (parent/guardian) will be responsible for the face amount plus a \$30.00 NSF fee and any late payment fees that may incur. In addition, your check writing privileges will be revoked for one calendar year for a first offense, two years for a second offense, and permanently for a third offense.

If you do have a check that is returned, you will be contacted by the Prime Time office and you must make your payment in person at the Prime Time administrative office. **Payments for returned checks can be made with cash, money order, or cashier's check only; no credit/debit or personal checks will be accepted.** Unpaid returned check balances must be paid to the Prime Time administrative office within two weeks of notification. Failure to make payment within the designated time frame may result in your child being deleted from the program until the balance is paid.

Partial Weeks

Prime Time does not pro-rate weeks with the exception of the inclement weather policy and predetermined special rate weeks. If the program is closed for part of a week, payment for the week must still be paid to the Prime Time office. There is no additional charge for All Day Care days during the school year. Holidays and teacher workdays are taken into consideration when determining rates. There will be an All Day Care rate for the first two weeks of the program (August 12th-16th & 19th-23rd for Traditional schools).

Late Check-out

The Partial After School program runs until 4:30 PM and the Regular After School program runs until 6:00 PM. Parents will be charged a \$2.00 per minute per child late fee if they pick-up their child after the designated pick-up time. The late check-out fee must be paid within one week of the late pick-up. After three late pick-ups, your child(ren) may be dismissed from the program.

Change of Program

You are allowed to change the type of program provided for your child twice per school year with one week's notice. Each additional program change will require another non-refundable registration fee. Failure to give prior notice will result in the old program rate remaining in effect until the next week.

School Year Fees

Registration: \$35 per child – Traditional & Year Round Schools (Non-Refundable)

Program	First Child	Second Child	Third Child
Before School Only Drop-Off 6:30am	\$50	\$50	\$50
Partial After 4:30 pm Pick-up	\$50	\$48	\$46
Regular After 6:00 pm Pick-up	\$55	\$53	\$51
Before & Partial Drop-Off 6:30am/Pick-Up 4:30pm	\$60	\$58	\$56
Before & Regular Drop-Off 6:30am/Pick-Up 6pm	\$65	\$63	\$61
All Day Care ONLY Care Available 6:30am to 6pm	\$37	\$37	\$37
Year Round Intersession & All Day Care Weeks	\$80	\$70	\$60
Early Release School Dismissal to 6pm	\$31	\$31	\$31

Special Discount for Active Military

The Military Child Care in Your Neighborhood program (MCCYN) provides fee assistance for families of Active Duty Service Members who are unable to access on-post child care. If you are interested in applying, please contact CCAA at [1.800.793.0324](tel:18007930324) to start the application process.

Child Care Subsidies & Financial Assistance

Prime Time accepts child care subsidy vouchers from DSS and other subsidy providers. Please contact Beverly Briales at (910) 678-2451 to verify if Prime Time accepts subsidy from a specific provider.

Financial assistance is available to working families that qualify. Applications are available on the Prime Time website or can be picked up at the Prime Time Administrative Office. After completing the application, please call Kathleen McNeill at (910) 678-2451 for an appointment.

Inclement Weather Policy

During the threat of inclement weather, the superintendent/designee will determine the operating hours of Prime Time. The superintendent or designee will notify parents as early as possible and

will take the safety of students and staff into consideration. We acknowledge that the decision may in some cases lead to an inconvenience, but the decision is made with safety in mind.

Families should refer to the Cumberland County School's website or local news channels for up to date information regarding delays and closures.

- If school dismisses early for inclement weather, Prime Time will operate for two (2) hours after dismissal. Children picked up after two hours will be charged a late fee. *Under extenuating circumstances, the Superintendent has the authority to make discretionary decisions taking the weather conditions and safety of all staff/students into consideration.*
- If school is completely cancelled due to inclement weather, Prime Time will not operate the before and after school program.
- If the schools are delayed for children or staff due to inclement weather, the Prime Time morning program will be cancelled.
- If inclement weather falls on a teacher workday and it is an optional day for employees of Cumberland County Schools, the Prime Time program will be open. The Superintendent or his designee will determine the hours of operation on that day.

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

- Two consecutive days in one week – 15%
- Three consecutive days in one week – 35%
- Four consecutive days in one week – 55%
- Five consecutive days in one week – 75%

If school is closed on Friday of one week and on the Monday of the next week, the days are not considered consecutive days. **School must be completely closed for two full days in the same week for the discounted rates to apply.** Listen to the radio, watch television, and please check the Cumberland County Schools home page when there is a threat of inclement weather.

Insurance Information

The safety and well-being of our students is of utmost importance to us. Notwithstanding our intense efforts at risk prevention, there will be some accidents that will result in injury to some of our students during the program. Please be advised that the school system does not provide insurance coverage for injury to students at school; however, CCS has contracted with Markel & AJ Gallagher to bring you affordable optional accidental student insurance. You may contact Markel & AJ Gallagher at 1.877.345.8928 for coverage options, or to purchase coverage directly you may go online to <http://markel.sevencorners.com>. It is essential that you make arrangements for insuring your child against accidents.

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

Confidentiality and Ethics in Reference to Children's Records

Prime Time employees working at the Prime Time locations and the Administrative office will be privileged to confidential information as they work with children and their families. A strict code of ethics will be maintained to ensure the private nature of divulged information.

Confidentiality of Records

1. All records about children and families are locked up when the program is not in operation.
2. Often files are kept in two areas-One with the confidential family information, to which only Cumberland County Schools, and Prime Time employees and Administrative personnel have access via Cumberland County School's Power School & EZ Child Track software systems, the other with materials such as emergency contacts, phone numbers and other pertinent information to which any Prime Time staff can have instant access on site, during the hours of program operation, these files are kept in a file box. Emergency Information sheets are kept in a file box near the phone for quick access.
3. All children's files must be available for review by a North Carolina Division of Child Development representative at all times per NC General Statute 110-91(9).
4. Children's files do not leave the Prime Time locations except when signed out by an authorized Prime Time employee for a specific purpose or when being transported to another host location for All Day Care days. The sign-out sheet will state the child's name, reason for use, date and time taken and the date and time it will be returned. Records should never be removed from a Prime Time location unless being returned to the Prime Time Administrative office to be destroyed or summoned by a court of law.
5. At the end of each school year, all children's files are returned to the Prime Time Administrative office. All files are destroyed/shredded and discarded securely by Cumberland County Schools.

In most cases, a parent's written and signed authorization is required before information concerning a child can be disclosed to individuals outside of Cumberland County Schools Prime Time Before and After School Care. Below are some of the cases in which the law dictates that a parent's signed authorization may not be required in order for Cumberland County Schools Prime Time Before and After School Care to release information:

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

In cases where Prime Time receives a request for information to be released, the Director will verify validity as well as ensure if necessary, with the Cumberland County School Board Attorney that Prime Time is acting within the legal limits of the law. A copy of any request will be provided to parents and maintained in the child's file.

Ethical Considerations

1. Prime Time will get written permission to photograph or video children. The permission informs parents that the images of children may be used in slides, videos, or as illustrations in newsletters, training materials, annual reports, marketing materials or news stories.
2. Without written permission from the parent, information regarding students enrolled in Prime Time will not be released unless Prime Time is required to do so by law.
3. Prime Time will only break a strict code of confidentiality when a child is endangered, within areas of health, neglect, or abuse. Prime Time may need to report heretofore confidential facts without permission to the authorities, only in the child's best interest.
4. When children impart information to a Prime Time employee that implies neglect or abuse, Prime Time is legally obligated to report the information to the appropriate authorities.
5. Prime Time employees will not discuss one family with another family.
6. Both children and parents have the right to be spoken to in private. Prime Time employees will not correct or speak of personal matters in front of other staff members, visitors, parents, caregivers or children. Incorrect behavior should be discussed privately with parents.
7. Children have the right to display feelings. If children lose control, they have the right to be allowed a private place for expressing their emotions, with a Prime Time employee nearby to give reassurance when needed.
8. It is unethical for a Prime Time employee to pursue personal business while being paid to supervise children.
9. Questions that a Prime Time employee may have regarding policy or personal matter of a child's family should be asked of the supervisor or the Director of Prime Time rather than of a Prime Time co-worker, to avoid the potential for gossip.
10. Prime Time employees working with children should refer to their supervisors or the policies set forth in the Employee Handbook to avoid inappropriate discipline of a child.
11. Personal information about families such as a newly instituted separation or divorce, an arrest, a serious illness, or job loss, should be divulged to other Prime Time employees working with the specific child being affected however only to the extent of what they need to know to support the child. Those who seldom have contact with that child may not need to know family details. Careful judgment must be made by the supervisor.
12. Prime Time employees will avoid repeating stories about families that children share. This information should always be treated as privileged information. Prime Time employees are encouraged to document such information and this documentation should be kept confidential and secured at all times.
13. Prime Time employees will avoid judging a family or imposing his or her own values on a child if there is a difference between the staff's beliefs and that of the child's family.
14. Prime Time staff will follow the National Afterschool Association Code of Ethics.

Last Day of Program

The last day of the Prime Time program for Traditional Students and Year Round Students is May 31st, 2020.

Summary of North Carolina Child Care Laws and Rules

Division of Child Development
North Carolina Department of Health and Human Services
319 Chapanoke Road
Raleigh, NC 27603

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

What Is Child Care?

The law defines child care as:

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

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 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.

Star Rated Licenses

Centers and 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

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 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:

- Home providers must be 21 years old with at least a high school education or its equivalent, and mentally and emotionally capable of caring for children.
- He or she must undergo a criminal records background check initially, and every three years thereafter.
- All household members over age 15 must also undergo a criminal records background check initially, and every three years thereafter.
- All family child care home providers must have current certification in CPR and first aid, complete an ITS-SIDS training (if caring for infants 0 -12 months) every three years and the Emergency Preparedness and Response in Child Care training and plan. They also must complete a minimum number of training hours annually.

All family child care homes must meet basic health and safety standards. Providers must maintain verification of children's immunization and health status. They must provide developmentally appropriate

toys and activities, as well as nutritious meals and snacks for the children in care. All children must participate in outdoor play at least one hour per daily, if weather conditions permit.

Child Care Centers

Licensing 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. 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.

Licensed centers must meet requirements in the following areas.

Staff

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. At least one person on the premises must have CPR and First Aid training. All staff must also undergo a criminal records background check initially, and every three years thereafter. One staff must complete the Emergency Preparedness and Response in Child Care training and plan.

Staff/Child Ratios

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

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

Small centers 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.

Space and Equipment

Centers must have at least 25 square feet per child indoors and 75 square feet per child outdoors. Outdoor play space must be fenced. Indoor equipment must be clean, safe, well maintained, and developmentally appropriate. Outdoor equipment and indoor furnishings must be child size, sturdy, and free of hazards that could injure children.

Curriculum

Four and five star programs must use an approved curriculum in their four-year-old classrooms. Other programs may choose to use an approved curriculum to get a quality point for the star-rated license. Activity plans must be available to parents and must show a balance of active and quiet, and indoor and outdoor activities. 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 center must ensure the health and safety of children by sanitizing areas and equipment used by children. Meals and snacks must be nutritious, and children must have portions large enough to satisfy their hunger. 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. They must have space and time provided for rest.

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 ratio must be maintained.

Program Records

Centers and homes must keep accurate records such as children's attendance, immunizations, and emergency phone numbers. 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.

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.

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. 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 in Child Care website at: www.ncchildcare.nc.gov . For more information on the law and rules, contact the Division of Child Development and Early Education at 919-527-6335 or 1-800-859-0829 (In State Only), or visit our homepage at: ncchildcare.nc.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 may have their licenses suspended or revoked. 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 919-527-6500 or 1-800-859-0829.

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, 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 919-527-6335 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.**

Reviewing Files

A public file is maintained in the Division's main office in Raleigh for every center or family child care home. These files can be:

- Viewed during business hours (8 a.m. -5 p.m.);
- Requested via the Division's web site at www.ncchildcare.nc.gov; or
- Requested by contacting the Division by telephone at 919-527-6335 or 1-800-859-0829.