



## **2025 - 2026 Parent Handbook**

The mission of I-CARE, Inc. is to empower and assist individuals and families with low-income to attain skills, knowledge, motivation, and opportunities to become self-sufficient and independent as well as to revitalize their communities.

### Standards of Conduct

- In accordance with local childcare laws governed by the Division of Child Development and Early Education, each child **must** always have an extra change of clothing on site. If a child soils clothing or clothing must be changed for any reason, their clothes will be sent home, and a new change of clothing **must** be brought the following day for the child to be admitted into the center.
- In accordance with DCDEE law, a child **must** always wear closed toe shoes. Sandals and/or flip-flops hinder a child's play and exploration.
- The program does not allow children to wear beads in their hair at any time, as this may pose a health and safety concern within an active classroom setting.
- The program requests that jewelry worn by children be tight fitting to ensure no choking risk due to snags, pulling, or becoming loose for others to ingest.  
**The program assumes no responsibility for lost, stolen, or damaged jewelry worn at the center.**
- All persons entering the facilities are expected to conduct themselves in a manner that is respectful. Adults becoming argumentative or unruly will be asked to leave. Violation of personal space, threats, or foul language causes the fear of imminent danger and 911 will be called immediately. If law enforcement is called for an adult's behavior within the center, this could lead to a ban from all property. Banned information will be kept on file by the local police departments.
- Social media posts that threaten staff or other enrolled families or are negatively speaking of the childcare center or program, will not be tolerated. The management staff will ask that the post be deleted, and a meeting will be held to discuss the post or unresolved issues.
- All adults entering the center must be appropriately dressed. No undergarments may be visible, pajamas and slippers are not to be worn inside the center or through the car rider lines. If in violation of this rule you may be unable to enter the facility.
- All adults entering a facility or utilizing the car line must adhere to the policy above under Health and Safety concerning all properties (centers, vehicles, and buses) will be smoke, tobacco, tobacco less products (vape, chew, and dip), alcohol, drug, and firearm free to always ensure children's health and safety.
- The program requests that children use book bags provided by the staff and refrain from bringing items from home, including stuffed animals, towels, blankets, chapstick, cough drops, or medications.
- All family pets should remain at home. Due to allergies and fears that staff and/or children may have to animals, they will not be permitted on the property unless a service animal with proper documentation.

### **About Head Start/Early Head Start**

Head Start/Early Head Start is a federally funded program whose goal is to prepare children ages 1-5 (in Iredell County) and 3-5 (in Catawba County) for school by providing quality comprehensive services, safe-learning environment within a structured educational setting that uses a researched based curriculum (Creative Curriculum) while offering health, dental, social services and a comprehensive parent involvement program which includes a parenting curriculum (Circle of Security). Head Start/Early Head Start provides services in Iredell and Catawba Counties. Services include nutritious meals and snacks and developmentally appropriate activities. Medical and Dental screenings are provided as needed. Head Start/Early Head Start offers a unique approach by engaging parents in collaboration with teachers to develop their child's individual plans for learning and development, as well as offering opportunities to be committee members that assist with revising program policies, goals, and making personnel and financial decisions. Families must meet Federal income guidelines or other established criteria set forth by the Office of Head Start.

### **Program Enrollment**

Acceptance in the program is based on age and income eligibility set by the Federal Poverty Guidelines and other approved criteria established by the Office of Head Start. A selection criterion is completed to identify the most in need of comprehensive services. This criterion adds points for a single parent home, foster parent, unsheltered families, documented disabilities, etc. This system ensures that we serve children and families with the greatest need. The program serves a **minimum** of 10% of children with disabilities. Those children who are not selected for enrollment are placed on an active waiting list. After selection is made, parents are notified of their child's status by written notification either by mail or electronically, using email information provided by parent or legal guardian.

### **Center Operation/Closings/Cancellations**

Centers will operate as close to school system calendars, respective to their county and/or location. As part of our school readiness goals, centers will close for teacher workdays, nationally recognized holidays, designated early release days, and annual leave days. These will be communicated with the family using written family communication, parent information boards and mass email/text messages, along with various social media platforms. In case of inclement weather, please join the I-CARE, Inc. Facebook page ([www.facebook.com/icarecaa](http://www.facebook.com/icarecaa)) for announcements. Family Service Staff will send mass email/text when able to inform parents of closing due to weather. If a center closes due to weather, this will also cancel any activities scheduled for that day (parent meetings, policy council, etc.).

Please be mindful, emergencies may happen at any point in the year, or even during the day that may cause a specific center to close unexpectedly.

This can include power outages, water cut off, heating and air issues, or other items deemed unsafe by NC Department of Early Education. Staff will work diligently to ensure you receive this information in a timely manner.

### **Parent Committee**

All parents of currently enrolled children are members of the Parent Committee. Parent Meetings are held throughout the year. To increase participation and engagement, these may take place in person or in a virtual setting. These meetings give parents an opportunity to learn and practice leadership skills, make peer connections, participate in site-based decisions, and receive valuable information on topics related to family well-being, self-sufficiency, along with health and safety best practices. Parents are encouraged to take an active role in these meetings. Meeting dates and times will be shared during the beginning of the program year.

The following officers are elected at the first Parent Meeting to preside over the monthly Parent Committee Meetings: Chair, Vice-Chair, and Secretary. Parent Committee members are responsible for electing a Policy Council Representative, Alternate Policy Council Representative and a Health Services Advisory Committee Representative for each center and program. Any officer that misses three consecutive meetings may be replaced.

### **Policy Council**

The Policy Council is the governing body and consists of parents from each center, former parents, community representatives and stakeholders. Its function is to oversee the program, ensure compliance with required federal regulations and provide parents the opportunity to participate in shared decision-making regarding the program design and implementation. Meetings are held regularly to discuss program activities affecting the program and to make decisions about how the program operates. Each center will elect one representative and one alternate representative to attend policy council meetings. The Southeast Center will elect one representative from each program—one from preschool services and one from infant and toddler services. It is very important that each sites elect a Representative who is dedicated and willing to attend Policy Council meetings monthly. Parents who are members of the policy council are reimbursed for mileage to and from the meeting location, not to exceed the approved IRS rate (see the program’s financial policies and procedures-local travel), or may request the use of a laptop for virtual attendance. Childcare is available if needed, and transportation can be arranged upon request. A liaison will serve on the Policy Council and Board of Directors to ensure information is shared between governing bodies. The Policy Council representative from each center must attend regular parent meetings to ensure information is shared in a unilateral approach.

## Attendance

The program places intense focus on school readiness, therefore children's attendance is very important. The program encourages parents/guardians to bring their children to school every day. In accordance with Head Start Program Performance Standards 1302.16 (1), if a child is unexpectedly absent and the parent/guardian has not contacted the program within one hour of the classroom start time, **the program must attempt to contact the parent/guardian to ensure the child's well-being.** If your child is absent or going to be absent for any reason the parent/guardian must notify the child's Teacher or Family Service Staff. When notifying staff, a reason for the absence should be shared with an estimated date by which the child will return to class. If the child cannot return by the date stated, again contact the teacher or Family Service Staff with an explanation.

If no contact is made with the child's teacher or the Family Service Staff, the following measures will take place to ensure the safety of the child:

1. A call will be made to family by the Teacher
2. A call will be made to family by the Family Service Staff
3. A home visit will be made by the Family Service Staff and a designee
4. If a parent or guardian cannot be reached by phone or home visit, a wellness check request will be made to the local police department.

If a child is absent due to sickness for three days in a row, the agency may request a note from the child's doctor. Exceptions may be made for vacations, out-of-town emergencies etc. by contacting the Family Service Staff in advance for extended absences.

If a child has a pattern of irregular attendance, family contact will be made by telephone or in person by a Family Service Staff to discuss absences and offer aid to ensure that any attendance challenges are addressed, and an attendance plan may be initiated.

To offer every child the best services, attendance is extremely important. Federal regulations require that children's average daily attendance be at least 85% monthly. Children who have patterns of irregular attendance or fall below 85% will receive a letter explaining the benefits of their child's attendance at school. If a child's chronic absenteeism continues with no response or cooperation from the parent/guardian, then the child's slot may be withdrawn. If the child is withdrawn from the program, parents can reapply to be added to the waitlist. Communication between the parent/guardian and program staff is very important.

### **Arrival & Departure**

It is important to establish healthy routines for children and families that will promote optimal learning in the classroom, and help prepare children to enter into the public school system ready to learn. Children must be signed in and out daily by an authorized parent, guardian, or other adult (18 years or older) with release permission. Adults must sign in and out using their full name. No pets may be present during arrival or departure due to allergies and fears had by children and/or staff.

#### **Arrival**

Arrival time is the first 30 minutes of a center opening. If a child has an appointment, inform the teacher the day before or by 8:30 a.m. the morning of the appointment, for lunch to be ordered. Please bring a doctor's note to ensure proper documentation of absence. Arrival after appointments must be by 10:00 a.m. or other arrangements may need to be made for the day.

#### **Departure**

Departure time is the ending time for the assigned center location. In the event that an emergency arises and the parent/guardian cannot be at the center to pick up the child by ending time, the parent/guardian must immediately call the center to inform the teacher or Family Service Staff. Staff will attempt to contact emergency contact person(s). Emergency contacts must be up to date and will be verified by the Family Service Staff staff. Extreme circumstances will require guidance from the Director of Children's Services or the Family Service/ERSEA Specialist for alternate options to ensure the child's safe departure.

If the occasion arises that children are not picked up on time, the following procedure will be followed:

- 1st Time: Parent conference with the Teacher
- 2nd Time: Parent conference with Family Service Staff
- 3rd Time: Parent conference with Family Service/ERSEA Specialist prior to the child returning back into the center.

The incident may be reported to the local Department of Social Services who will have access to all program records, as applicable.

### **Emergency Contact Information**

Emergency contact numbers are required and must be listed on the application and kept up to date. Report any changes to the Teacher or Family Service Staff immediately. No child will be allowed to stay at any facility without current emergency contact information. If a child must be picked up due to an emergency (sickness or behavior), the parent/guardian must arrive within one hour. The program encourages families to list as many emergency contacts and individuals for pick-up as necessary. It is a state licensing requirement that each child have at least two (2) emergency contacts. They must be 18 years or older. The program will not release a child to anyone who is not listed on the transportation or emergency contact by the parent/guardian. Extreme circumstances will require guidance from the Director of Children's Services or Family Service/ERSEA Specialist for alternate options to ensure the child's safe departure.

A photo I.D. is required for people unknown to staff to ensure the safety of the child. ***If an***

***emergency arises and the parent/guardian cannot be reached at any of the contact numbers, the program may be required to contact local law enforcement or the Department of Social Services.***

### **Incidents/Daily Health Checks**

Incidents are reported on the day it occurs by staff to the center directors and parent or guardian by paper notification. Health checks are performed daily by staff to ensure no child enters the center with cuts, bruises, or unexplained medical conditions. During a health pandemic, guidance by Centers for Disease Control (CDC) and local Health Departments will be used to determine policies and procedures for the childcare setting. Incident reports are completed when accidents or incidents occur while the child is present in the center. A call will be placed to the parent/guardian to inform them of the incident and a signature will be required prior to departure. Health Notifications are completed either upon the child's arrival to document cuts, bruises, fevers, general wellness, or injuries that occurred outside of the childcare center. A notification will also be completed during the center day if a child becomes ill. A call will be placed to the parent/guardian if a child becomes sick the parent/guardian will be required to pick the child up. A signature on the form will be required to ensure the family understands the return procedure following an illness or to document injuries that have occurred prior to entry.

*The program may implement more stringent exclusion policies to prevent the spread of the illness in the childcare facility.*

### **Allergies**

All food allergies must be documented by a licensed physician, and a copy of the documentation must be given to the Family Service Staff. This includes a meal modification with alternative foods identified. The program cannot accept a verbal statement from the parent or child. All food allergies must always be posted in the child's classroom and in the kitchen. An alternate item with the same nutritional value will be substituted for the food that must be omitted. If the child is not able to eat a particular food for religious reasons, a form will be provided during the child's enrollment to be completed by the parent. **No substitutes can be made without proper medical documentation.**

### **Sick Policy**

The program uses best practices and the Communicable Diseases and Exclusion from Childcare chart, found on the Division of Child Development and Early Education; to determine the length of time a child must be excluded from the program based on symptoms or by a diagnosis from medical physicians. This information will be communicated using a health notification form if a child becomes sick at the childcare center or verbally if symptoms are communicated prior to the child arriving at the center. Prior to arriving at the childcare centers, a child must be fever free for 24 hours without the use of fever reducing medicine.

If any medical problems should arise while the child is at a facility, a staff member will contact the family for the child to be picked up from the center. **Due to health and safety practices children must be picked up within one hour of staff calling parent/guardian or emergency**

**contacts.**

A doctor's note may be requested for an absence to be excused. If a sick child is cared for at home, the parent/guardian may need to provide a written note. **Due to the ease in which sickness spreads in a classroom learning environment setting, it may be requested that when a child is sick (sent home or does not attend due to sickness) depending on the illness that siblings who attend the program do not attend during this time to reduce the spread of an illness.** Homework packets will be sent home for the non-sick sibling(s) or activities will be electronically sent through the See-Saw app. *The program may implement more stringent exclusion policies to prevent the spread of illness in the childcare facility.*

**Custody/Release of Information**

The program strives to ensure that both parents are kept up to date on their child's progress. The program will release information to both parents regarding a child's record or progress, unless a current custody order document is provided to program staff. Staff will utilize the non-residing parents' contact information from forms completed by the custodial parent to share information as needed. Staff will also release children to both parents listed on the birth certificate unless custody documents are provided. For questions regarding this procedure, please contact a Family Service Staff to ensure orders are in the children's file.

**Confidentiality/Review of Records**

The program is committed to ensuring the security and confidentiality of personnel, children, and family files. Only authorized personnel will have access to files for children and families. Information will not be released to outside agencies without written authorization from parents/guardians except when a court order is in place to release information. Parents/Guardians have the right to review all information collected concerning their family or enrolled child. If a dispute to a record is raised, parents/guardians have the right to request a change of information. If this change is disputed by staff, a written procedure will be followed to settle the dispute.

**Child Maltreatment Reporting**

All program personnel, vendors, contractors, and volunteers are mandated reporters. If abuse or neglect is suspected either inside the home or outside the home, a report will be made to the local Department of Social Services for investigation. Any suspected case of child maltreatment, within the agency, is directly reported to the Department of Social Services and the Family Service/ERSEA Specialist, who will then contact the Director of Children's Services for immediate investigation and action with the appropriate authorities. State laws permit the Department of Social Services investigators access to the reported child and their records.

### **Nutrition**

Breakfast, lunch, and a snack will be provided at no charge to families. Menus will be posted in the center weekly. Any food donated to the classroom must be store bought. No homemade food items may be brought into centers due to food allergies. Nutritional foods are encouraged to be served at center events and parent engagement activities. Sign-up sheets will be available in the classroom. For children with food allergies, a meal modification will be followed by receiving proper documentation from the child's physician. Food allergies will be posted in the classroom. Due to receiving CACFP (Child, Adult Care Food Program) funding it is required all meals be served and eaten in the center for reimbursement and to limit liability. Children should not enter the facility eating a food item nor will they be allowed to leave with food items.

### **Screening and Health Related Services**

It is the goal of the program is to ensure the general health and well-being of all children enrolled in the program. To accomplish this task while meeting federal mandates, the program provides medical and dental referrals for families to establish on-going care, health information, transportation as requested, and assistance in obtaining needed screenings for children to remain up to date according to the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) schedule. However, family participation is needed. Families will need to provide forms, proof of screenings, or follow up health information to their Family Service Staff as requested in time frames shared with them to ensure the child's continued enrollment.

All children will receive a no-cost dental screening, when applicable. Dental screenings will be provided by a licensed dental professional. If needs are assessed by the dentist, a Family Service Staff will contact you to schedule with the identified family dentist for necessary work to be completed. As a parent/guardian it is strongly advised to take children to have any necessary dental work completed and keep up with scheduled appointments. The Family Service Staff may assist with transportation for the family, when requested. Family Service Staff track dental information in the program's database system until the child's dental work is completed. Should the dentist decide work is not necessary, the program requires written documentation from the dentist and/or a signed declination. Children will receive a new toothbrush quarterly to be used in conjunction with fluoridated toothpaste.

**Tooth** brushing: Fluoridated toothpaste

**Frequency:** Daily

**Amount:** 1/8 tsp. (pea sized) for children aged 3-4 and a Smear for children aged 1-2.

The program may contract a registered nurse for any health screenings not provided by the child's pediatrician or physician. These health screenings include hearing, vision, heights, weights, head circumference reading, hemoglobin/hematocrit levels, and blood pressure readings.

***It is the goal that every child has a current physical on-site before enrollment. Allowances will be made if a family has documentation of an upcoming appointment or if it creates a barrier to attendance. However, The Division of Child Development and Early Education mandates a physical must be on site within 30 days of enrollment.***

As physicals begin to expire, a reminder will be sent 30 days prior to the expiration of current physical. Families will have 30 days after expiration to have a current physical in place before the child will be excluded from program until documentation is submitted.

According to The Division of Child Development and Early Education, immunizations must be on file day one of child's enrollment, apart from families classified as unsheltered. Families considered unsheltered have 30 days to submit a current immunization record. Immunizations must stay current and communication with the Family Service Staff for upcoming immunization appointments and/or submission of completed vaccines according to the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) schedule is vital to continue the child's participation in the program.

***Any child requiring medicine for rescue or emergency purposes must have a current or up to date action plan and medicine on site prior to their first day of attendance.***

Medicine must be in the original container. When medical action plans or medicines expire, new forms and medicines must be on-site for the child to return. Please see a Family Service Staff for any forms needed.

#### **Daily Outdoor Activities**

The NC Division of Child Development and Early Education requires that all children have one hour of daily outdoor play. During this outdoor play, teaching staff will be in zones to ensure active supervision of children and to encourage play, exploration, and safety. Please be sure to dress appropriately for the weather. Also, there is a possibility that children may get dirty or receive stains on their clothing when outdoors. It is encouraged not to send children in dress shoes, dresses without shorts underneath, or clothes of great value. If a child cannot go outside for allergies or other medical reasons, a note from the child's physician must be on file stating the reason the child cannot participate and/or limitations of outdoor play and what modifications are needed.

**If a child is not well enough to participate in daily activities, they must be excluded from the childcare center per NC Division of Child Development and Early Education.**

#### **Rest Times**

Children will observe rest time for 45 minutes, each day, after lunch. The program supplies a cot, a cot sheet, and a blanket for each child. Coverings are washed weekly or more frequently as needed, and cots are disinfected and washed as needed. All items are assigned with the child's first name and last initial on an identifiable list in the classroom. Please do not send blankets, pillows, or stuffed animals, they will be sent back home due to sanitation rules.

### **Educational Services**

Upon enrollment each child (ages 3-4 years old) receives a Speed DIAL- 4 (Developmental Indicator Assessment of Learning 4<sup>th</sup> Edition) for developmental screening. Through the Speed DIAL- 4 children are screened for potential delays. If a delay is suspected, the full DIAL – 4 screening will be administered. If concerns are still evident a referral will be made to the local education agency with parent/ legal guardian consent. If suspicions of a potential delay are present the second year a child returns, the DIAL-4 will be administered again.

The Brigance Screens III Tool will be utilized for children (ages 1-2 years old).

If a suspected delay should be found with the screening, a referral to the Children's Development Services Agency (CDSA) will be completed with parent/legal guardian consent to initiate services.

Two home visits and two parent teacher conferences will be conducted each program year, giving parents/guardians an opportunity for goal setting and discussion concerning their child's development. Depending on the child's enrollment the number of home visits and parent teacher conferences may be reduced. Home Visits and/or Parent Teacher Conferences may be conducted virtually upon parent's request.

Assessments will be conducted quarterly for children's learning and development. Observations and scores related to school readiness goals are recorded in an electronic database system. Reports will be generated three times a year(quarterly)for children ages 3-4and four times a year for children ages 1-2. These will be discussed with parents/guardians during Home Visits and Parent Teacher conferences. The amount of assessment reports available will be dependent upon the child's enrollment date.

If a child enrolls after the third period assessment for children ages 3-4 and fourth period assessment for children ages 1-2 is completed, teacher observations and daily interactions will be reported to parent/guardian for discussion of progress toward school readiness goals and development while enrolled in the program.

### **American with Disabilities Act/IDEA**

The program strives to meet all reasonable accommodations for all children according to their Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP).

### **Health and Safety**

The program will make every effort to ensure the safety of each child, family, and staff member in the program. Due to this belief that safety is a top priority, please be aware that any child who creates an unsafe learning environment within the classroom setting will be sent home for the day and a meeting with the Child Development Specialist will be scheduled. However, program staff will make every adaptation and accommodation possible before a parent/guardian is called for a child's behavior. The program contracts a mental health

professional to assess classroom staff and child interactions to mitigate such an extreme measure.

In accordance with the belief in maintaining a healthy and safe environment, the program practices fire drills every month with staff and children to ensure their safety in the event of an emergency. Tornado drills are practiced three times a school year. The program also participates in lockdown drills three times a year in partnership with local law enforcement.

***Please note that during lockdown drills or an actual lockdown, phones will not be answered, and no person will be allowed to enter or leave the building.*** Lockdowns will be initiated by staff in any emergency where they feel that the environment is unsafe. This can be due to activity in the local neighborhood, alerts issued for the community, or adults becoming argumentative or unruly. Violation of personal space, threats, or foul language causes the fear of imminent danger and 911 will be called immediately. If law enforcement is called for an adult's behavior within the center, this could lead to a ban from all property. Banned information will be kept on file by the local police departments.

As a precaution for disasters both natural and man-made each facility completes an annual Emergency Preparedness Plans. Division of Child Development and Early Education dictates that all plans must include the following information: Emergency Services phone numbers, State Consultants names and contact information, local Health and Mental Health services information, utility companies contact information, a procedure for ensuring all children are accounted for and families can be identified, a communication plan, lockdown procedures, shelter in place procedures, evacuation plans for in neighborhood, out of neighborhood, and out of town. Each plan includes a reunification plan for notifying families of evacuation, meeting sites, and procedures for the release of children. If facilities are damaged, each center plan will include support for children and adults (mental health, DSS, and red cross), facility assessments (insurance adjusters, building inspectors, etc.), communication plans, along with repair and clean-up processes. This information is stored at each center and is stored in the NC Risk Management Portal. In the event of an emergency evacuation families will be notified by mass messaging of text and email notification using the database system. When arriving for unification identification will be required as needed. Families must follow directions for receiving children to ensure continued safety and agency accountability for children.

All properties (centers, vehicles, and buses) will be smoke, tobacco, tobacco less products (vape, chew, and dip), alcohol, drug, and firearm free to always ensure children's health and safety. Cars cannot be left running while unoccupied and the program will not tolerate children being left unsupervised in a car and a report to the local Department of Social Services may be made by staff.

Safety of all centers is important to the program Entrance doors will remain locked and can be accessed by program staff only. Our indoor and outdoor learning environments are monitored by Alarm South. At no time will cameras be viewed by staff without the permission of Director of Children's Services and cannot be viewed by adults of enrolled children without prior consent of each parent/guardian. Any request to view classroom video footage must be submitted in writing and shared with the Director of Children's Services.

### **Family Service Staff**

Family Service Staff will complete needs assessments with families and create a Family Partnerships Agreement (FPA) with families. The Family Partnership Agreement will aid families in goal setting to assist with self-sufficiency. During the FPA process, a goal will be set, barriers will be discussed and noted, support in place and needed will be identified and noted, and check in time frames will be identified. During check-in times encouragement will be offered, documentation of meeting check points will be requested, and additional support from community resources will be discussed. The process will continue until the goal is completed. Once the set goal is completed and a new goal will be created following the same process. Family Service Staff have access to many community agencies and can create referrals as needed to assist families with immediate needs or goal setting. Full participation of families is expected to ensure that self-sufficiency is achieved and that needs are being met. This includes attending workshops, applying for benefits and programs as needed, and by attending appointments to receive additional services and support when referrals have been initiated. Family Service Staff can provide transportation when requested to obtain services or join families as needed for support or translation. Family Service Staff may conduct home visits for attendance issues, welfare checks, or to lessen barriers families have during the goal setting process.

### **Parent, Family and Community Engagement**

The program is committed to building relationships with families that support family well-being, strong relationships between parents and their children and ongoing learning and development for both parents and children. This engagement begins during the interview process, moves through Open House to allow families to begin connecting with teaching staff and continues with monthly activities and other opportunities for families to participate in the program. The Parent, Family, and Community Engagement (PFCE) Framework is a road map for progress in achieving the kinds of outcomes that lead to knowledge, motivation, and opportunities for families to become self-sufficient. It outlines an approach to building solid foundations for successful parent and family engagement in three areas: Program Leadership, Continuous Program Improvement, and Professional Development. Building on this foundation, the framework highlights a set of desired family outcomes and examples of strategies to achieve independence.

These outcomes include:

- Family well-being
- Positive parent–child relationships
- Families as lifelong educators
- Families as learners
- Family engagement in transitions (e.g., to Head Start and Kindergarten)
- Family connections to peers and the community
- Families as advocates and leaders

Engagement Activities will take place on a monthly schedule. During these activities, adults and children are provided hands on activities to allow for interaction and engagement through

interactive play. Activities will be announced to families in a timely manner for participation in the classroom learning environment.

Activities will take place on Monday's, Wednesday's, and Friday's. Other monthly activities will be shared via flyers, paper reminders, mass messaging, etc. A voluntary donation list may be provided for use during activities. Donations are voluntary and not required. The program encourages father figure involvement in a child's life. The program ask that families provide father or other father figure names during program enrollment period. This information will be used to engage father figures in classroom events and male focused activities throughout the school year.

### **Volunteering**

The program encourages parent participation during the above-mentioned parent activities. If there is a desire to be in the classroom learning environment more often than the designated one-hour activity, adults will need to complete a volunteer packet along with receiving an orientation according to program procedural plans for visitors, volunteers, and vendors. The process includes receiving a Tuberculosis (TB) Screening, completing a medical exam, being fingerprinted, and applying for a Criminal Background Check. Once these items have been completed an orientation will take place to complete the Volunteer File Checklist. All paperwork will be kept confidential and filed in a locked cabinet, along with being entered in the program's secure database system. This process is in alignment with the NC Division of Child Development and Early Education regulations. Any time spent within the classroom learning environment during a scheduled activity or while volunteering must be documented on agency time sheets to assist with in-kind collection. Signing in and out of the center is also expected to maintain compliance with NC DCDEE requirements, while ensuring that all people present on-site are accounted for during emergencies. It is also important to ensure active supervision that cell phone use be limited. While volunteering in the learning environment adults are expected to be up and active, assisting teachers, and engaged with all children to encourage activity. Pictures are allowed of your child only and not permitted of other children without parent permission due to safety and confidentiality. All families of enrolled children are afforded the protection of confidentiality. No child, family, or other personal information that may be observed when volunteering in the learning environment or when attending an event should be discussed at any time with any other person.

While the center remains open to all adults who have an enrolled child present on site, failure to comply with agency policies, standards of conduct, or general acts of aggression will not be tolerated. The adult will be asked to vacate the property. Refusal to leave will cause a call to be placed to the local law enforcement.

### **Substitute Training**

The program offers families a unique opportunity to become a paid professional within the childcare centers. Interested adults must attend a training, visiting the classroom for 1 to 4 hours, provide documentation of High School diploma or General Education Diploma (GED), provide copy of license or identification, and pass a drug screening to qualify as a substitute and be placed on a substitute list to be utilized as needed. Dates and times for training are shared

by teaching staff and Family Service Staff prior to the training.

### **Extended Day Care/Subsidy Care**

The program offers before and after school services at the Southeast site, located in Iredell County based on enrollment, funding and staffing. Hours of operation vary with staffing but will not exceed the 7:00 a.m. start time and 5:00 p.m. end time. This is not a paid service. Families must be working or in school to utilize the before and after school services. Those who participate must have a voucher from Iredell County Department of Social Services or private pay for services. Pay rates vary by year and are set by the Department of Health and Human Services. **All rules or regulations created by the program within this handbook will be followed during the Extended Day Care program.** Monthly bills are dispersed by the 1<sup>st</sup> of each month. All payments for children receiving a voucher are due by the 5<sup>th</sup> of each month. Families who utilize the service without a voucher are considered private pay. These fees are due each Monday for days the child will participate that week. Refunds will not be given for days paid for and not used. All balances not paid for voucher children by the 15<sup>th</sup> of each month will be shared with the county's Department of Childcare, Daycare Unit. The Daycare Unit may choose to suspend the voucher at the program's request due to non-payment. Private paying families will not be accepted without payment prior to the child participating. Payment arrangements can be made with the Extended Day Center Director and/or Director of Children's Services. Extended Day services are determined yearly according to the number of families that participate; it may be discontinued at any time if enrollment does not support the financial burden for the facility.

### **Governing Boards**

The governing board is a unique entity who is governed by the Office of Head Start through the United States Department of Health and Human Services. Within the grant specifications stating that the Department establish a Policy Council of community stakeholders, current and former parents. These committee members conduct administrative duties for the department. They create, review, and approve policies, procedures, financial information, grant mandates, and personnel matters.

Once business is conducted during the monthly policy council meeting; information is then shared with the Board of Directors that governs the program's agency, which encompasses other grant programs within the agency. Like the Policy Council, the Board of Directors meets to create, review and approve policies, procedures, financial information, mandates, and personnel matters for the entire agency.

### **Center Concern Policy**

It is the program's goal that all people feel welcome and respected in all centers. If at any time a parent/guardian has a concern, the program wishes that this concern be discussed with the Classroom Teaching staff. After discussion if further remedy is needed, please speak with the Center Director. If a resolution is not made, please contact your Family Service Staff. Depending on the severity of an issue, contact can be made with either the Family Service/ERSEA Specialist or Director of Children's Services.

### **Non-Discrimination Statement**

In accordance with Federal civil rights law 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, gender identity (including gender expression), sexual orientation, 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 responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. 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, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

### Head Start and Early Head Start School Readiness Goals

Domain	HS School Readiness Goal	EHS School Readiness Goal	Measurement Tools <b>DRDP:</b>
<b>Approaches to Learning</b>	Children will explore the environment in increasingly focused ways to learn about people, things, materials, and events.	Children will develop the capacity to pay attention to people, things, or the environment when interacting with others or exploring play materials.	ATL-Reg 4: Explore by engaging in specific observations, manipulations, or by asking specific questions.  ATL-Reg 1: Maintains attention, with adult support, during activities that last for extended periods of time.
<b>Social &amp; Emotional Development</b>	Children will show increasing awareness of self as distinct from and also related to others.	Children will develop close relationships with one or more familiar adults and interact in an increasingly competent and cooperative manner with familiar adults.	SED 1: Describes self or others based on physical characteristics.  SED 3: Engages in extended interactions with familiar adults in a variety of situations.
<b>Language and Literacy</b>	Children will show increasing awareness of the sounds (elements) that make up language, including the ability to manipulate them in language.	Children will understand increasingly complex communication and language.	LLD 8: Demonstrate awareness of larger units of language (e.g., words, syllables)  LLD 1: Shows understanding of a wide variety of phrases or sentences.
<b>Cognition</b>	Children will show increasing ability to compare, match, and sort objects into groups according to their attributes.	Children will show increasing understanding of how objects move in space or fit in different space.	COG 2: Sort objects accurately into two or more groups based on one attribute.  COG 1: Takes into account special relationships when exploring possibilities of fitting objects together or moving through space.
<b>Perceptual, Motor and Physical Development</b>	Child demonstrates increasing precision, strength, coordination, and efficiency when using muscles of the hand for play and functional tasks.	Children will develop and refine ability to participate in and take responsibility for dressing self.	PD-HLTH 4: Manipulates objects with both hands doing different motions.  PD-HLTH 8: Puts on clothing that is simple to manipulate sometimes with adult assistance.

## Summary of the North Carolina Childcare Law and Rules

### Space and Equipment

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

**Licensed centers must also meet requirements in the following areas.**

### Staff Requirements

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

### Staff/Child Ratios

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

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

### Additional Staff/Child Ratio Information:

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

### Reviewing Facility Information

From the Division's Child care Facility Search Site, the facility and visit documentation can be viewed. A public file is maintained in the Division's main office in Raleigh for every licensed center or family child care home. These files can be viewed during business hours (8 a.m. -5 p.m.) by contacting the Division at 919-814-8300 or 1-800-859-0829 or requested via the Division's web site at [www.nochildcare.ncdhhs.gov](http://www.nochildcare.ncdhhs.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 cited for violations of child care requirements and may be issued an administrative action, fined, and/or may have their licenses suspended or revoked. Administrative actions must be posted in the facility.

If you believe that a child care provider fails to meet the requirements described in this pamphlet, or if you have questions, please call the Division of Child Development and Early Education at 919-814-8300 or 1-800-859-0829.



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

# Summary of the North Carolina Child Care Law and Rules (Center and FCCH)

Division of Child Development  
and Early Education

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

Child Care Commission

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

Revised February 2025

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

### **What Is Child Care?**

The law defines child care as:

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

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

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

### **Family Child Care Homes**

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

### **Child Care Centers**

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

### **Parental Rights**

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

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

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

### **Child Abuse, Neglect, or Maltreatment**

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

**North Carolina law requires any person who suspects child abuse or neglect in a family to report the case to the county department of social services.**

### **Transportation**

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

### **Record Requirements**

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

### **Discipline and Behavior Management**

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

### **Training Requirements**

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

### **Curriculum and Activities**

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

### **Health and Safety**

Children must be immunized on schedule. Each licensed family child care home and center must ensure the health and safety of children by sanitizing areas and equipment used by children. For Centers and FCCHs, meals and snacks must be nutritious and meet the Meal Patterns for Children in Child Care. Food must be offered at least once every four hours. Local health, building, and fire inspectors visit licensed centers to make sure standards are met. All children must be allowed to play outdoors each day (weather permitting) for at least an hour a day for preschool children and at least thirty minutes a day for children under two. Children must have space and time provided for rest.

### **Two through Five Star Rated License**

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

### **Criminal Background Checks**

Criminal background qualification is a pre-service requirement. All staff must undergo a criminal background check initially, and every five years thereafter. This requirement includes household members who are over the age of 15 in family child care homes.

## EMERGENCY MEDICAL CARE PLAN

1.	Emergency information on children is kept: _____ Emergency information on staff is kept: _____
2.	Medical Consultant: Name _____ Address (physical street address, city and zip code) _____ Phone Number _____
3.	Emergency Room: Name _____ Address (physical street address, city and zip code) _____ Phone Number _____  Hospital: Name _____ Address (physical street address, city, and zip code) _____ Phone Number _____
4.	Poison Control: <i>Carolinas Poison Center 1-800-222-1222</i>
5.	Available emergency transportation: Name _____ Means of transportation _____ Phone Number _____ Name _____ Means of transportation _____ Phone Number _____ Rescue Squad _____ Phone Number: <b>911</b>
6.	Persons in center responsible for determining the degree of care needed: Name _____ Alternate Name: _____
7.	Persons in center responsible for giving first aid: Name: _____ Alternate Name: _____
8.	Persons in center responsible for performing CPR: Name: _____ Alternate Name: _____
9.	Persons in center responsible for contacting medical resource: Name _____ Alternate Name: _____
10.	Persons in center responsible for determining appropriate transportation: Name _____ Alternate Name: _____
11.	Persons in center responsible for accompanying the ill/injured person for medical attention and assuring that signed authorization is taken with person to the medical facility: Name _____ Alternate Name: _____
12.	Persons in center responsible for notifying the medical facility about the ill/injured child being transported for treatment: Name _____ Alternate Name: _____
13.	Persons in center responsible for notification of parents or emergency contact of illness/accident: Name _____ Alternate Name: _____
14.	Persons in center responsible for obtaining substitute staff: Name _____ Alternate Name: _____
15.	Location of telephones: _____

The Emergency Medical Care Plan is placed in each classroom by the nearest phone on colored card stock to be easily identified in an emergency for all classroom or support staff to be aware of all local emergency contacts. All employees are CPR/First Aid/AED Certified.

<b>CLASSROOM AREAS</b>	<b>CLEANED</b>	<b>SANITIZED</b>	<b>FREQUENCY</b>	<b>MON.</b>	<b>TUE.</b>	<b>WED.</b>	<b>THU.</b>	<b>FRI.</b>
Countertops/Tabletops			Daily & When Soiled					
Tabletops used for eating			Before and after food is prepared or served					
Floors			Daily					
Carpet/Rugs			Vacuum daily and when obviously soiled					
Lids/Trashcans			Daily & when soiled					
Toothbrush holder & Tray			Weekly and as needed					
Windowsills/Vents			Weekly and as needed					
<b>BATHROOMS</b>	<b>CLEANED</b>	<b>DISINFECTED</b>	<b>FREQUENCY</b>					
Handwashing Sinks			Daily & when soiled					
Sink faucet handles & cabinet doors			Daily & when soiled					
Surrounding Counters			Daily & when soiled					
Toilet bowl, seat, handle			Daily & when soiled					
Walls & Doorknobs			Daily & when soiled					
Floors			Daily & when soiled					
Lids & Trashcans			Daily & when soiled					
Diaper Changing Table			Daily & when soiled					
<b>TOYS &amp; PLAY STRUCTURES</b>	<b>CLEANED</b>	<b>SANITIZED</b>	<b>FREQUENCY</b>					
Toys that are mouthed			Daily & after each use					
Larger Toys			Weekly & when soiled					
Dress-up Clothes & Hats			Weekly					
Cubbies			Between children & weekly					
Cots			Weekly					
Linens			Weekly					
<b>SURFACES</b>	<b>CLEANED</b>	<b>DISINFECTED</b>	<b>FREQUENCY</b>					
Any surface/objects that is contaminated by body fluids			Immediately					

Please note the chart above is a daily cleaning schedule to be posted in each classroom. This information will be posted weekly and will be on file for the entire program year. Staff ensure completion of each daily task by entering initials in each box as needed or required.

## Pedestrian Safety Tips

Everything you need to know to keep your kids safe while walking.

Whether your kids are walking to school, the park or a friend's house, here are a few simple tips to make sure they get there safely.

### Teach Kids How to Walk Safely

- Teach kids at an early age to look left, right and left again before crossing the street. Then remind them to continue looking around until safely across.
- It's always best to walk on sidewalks or paths and cross at street corners, using traffic signals and crosswalks. If there are no sidewalks, walk facing traffic as far to the left as possible.
- Teach kids to make eye contact with drivers before crossing the street.
- Children under 10 need to cross the street with an adult. Every child is different, but developmentally, most kids are unable to judge the speed and distance of oncoming cars until age 10.
- Encourage kids to be especially alert for cars that are turning or backing up.
- Teach kids not to run or dart out into the street or cross between parked cars.
- If kids are walking when it's dark out, teach them to be especially alert and make sure they are visible to drivers. Have them wear light- or brightly-colored clothing and reflective gear.



- Put headphones down or turn off the volume before crossing the street.
- Be aware of others who may be distracted and speak up when you see someone who is in danger.
- If kids need to use a cell phone, teach them to stop walking and find a safe area to talk.



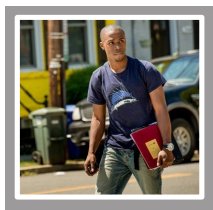
*44 kids are hit by a car while walking every day in the U.S.*

### Let Your Actions Speak as Loudly as Your Words

- Be a good role model. Set a good example by putting your phone, headphones and devices down when walking around cars.
- When driving, put cell phones and other distractions in the back seat or out of sight until your final destination.
- Be especially alert and slow down when driving in residential neighborhoods and school zones. Be on the lookout for bikers, walkers or runners who may be distracted or may step into the street unexpectedly.
- Give pedestrians the right of way and look both ways when making a turn to spot any bikers, walkers or runners who may not be immediately visible.

### Take Action Against Distraction

- Teach kids to put phones, headphones and devices down when crossing the street. It is particularly important to reinforce the message with teenagers.





## School Bus Safety Tips

Everything you need to know to keep your kids safe in and around the school bus.

Taking the bus for the first time is a big step for your child. Help your kids get a gold star in bus safety by following these tips.

- Walk with your kids to the bus stop and wait with them until it arrives. Tell kids to stand at least three giant steps back from the curb as the bus approaches and board the bus one at a time.
- Teach kids to wait for the bus to come to a complete stop before getting off and never to walk behind the bus.
- If your child needs to cross the street after exiting the bus, he or she should take five giant steps in front of the bus, make eye contact with the bus driver and cross when the driver indicates it's safe. Teach kids to look left, right and left again before crossing the street.
- Instruct younger kids to use handrails when boarding or exiting the bus. Be careful of straps or drawstrings that could get caught in the door. If your children drop something, they should tell the bus driver and make sure the bus driver is able to see them before they pick it up.
- Drivers should always follow the speed limit and slow down in school zones and near bus stops. Remember to stay alert and look for kids who may be trying to get to or from the school bus.
- Slow down and stop if you're driving near a school bus that is flashing yellow or red lights. This means the bus is either preparing to stop (yellow) or already stopped (red), and children are getting on or off.



*School buses are the safest mode of motorized transportation for getting children to and from school, but injuries can occur if kids are not careful and aware when getting on and off the bus.*

Center Name	Center Director	Address	Contact Information	Hours of Operation
Southeast Head Start Early Head Start	Porsche Dalton	230 Adams Street Statesville, NC 28677	704-873-2858	Head Start 8:00 am -2:15 pm Early Head Start 8:00 am - 2:30 pm
Buffalo Shoals	Sylvia Holmes	532 Buffalo Shoals Rd. Statesville, NC 28677	704-881-0760	8:00 am - 2:15 pm
Newton	Jessica Spain	249 East N St. Newton, NC 28658	828-464-1108	8:00 am - 2:15 pm

Family Service Staff	Assignment	Contact Information	Email
Afton Davidson	Southeast Early Head Start	704-873-2858 ext. 205 704-402-7635 (c)	<a href="mailto:Afton.davidson@icare-inc.org">Afton.davidson@icare-inc.org</a>
Donna Perez	Southeast Head Start & Bi-lingual Advocate	704-873-2858 ext. 206 704-402-8587 (c)	<a href="mailto:Donna.perez@icare-inc.org">Donna.perez@icare-inc.org</a>
Ashyah Borders	Buffalo Shoals & Southeast Head Start Head Start	704-402-7638 (c)	<a href="mailto:Ashyah.borders@icare-inc.org">Ashyah.borders@icare-inc.org</a>
Princella Lewis	Newton Head Start	828-464-1108 ext. 306 704-450-2165 (c)	<a href="mailto:Princella.lewis@icare-inc.org">Princella.lewis@icare-inc.org</a>

Position	Name	Contact Information
Executive Director	Bryan Duncan	704-872-8141 ext. 121
Director of Children's Services	Titiania Stockton	704-873-2858 ext. 204
Family Service/ERSEA Specialist	Sonya Starnes	828-464-1108 ext. 305 704-873-2858 ext. 207
Child Development Specialist	Kisha Hawthorne	704-873-2858 ext. 204
Professional Development Specialist	Debra Whisken	704-873-2858 ext. 202