



PARENT HANDBOOK

2023-2024 School Year

COVID-19 DISCLAIMER: All Cumberland County Schools district-level and school-based communications or guidance (e.g., handbooks, websites, social media communications, etc.) are subject to change at any time due to changing COVID-19 conditions and related health or safety guidance. A copy of the most updated version of the Prime Time Handbook can be accessed at primetime.ccs.k12.nc.us.

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INTRODUCTION

Welcome

Thank you for allowing us to care for your child(ren) this year! This handbook will give you an overview of the Prime Time program's goals and philosophies and our policies and procedures for the 2023-2024 school year. 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 understood this handbook at the time of registration.

Mission Statement

Prime Time's mission is to help children develop to their fullest potential by providing a safe, healthy and enriching environment which supports children and strengthens family and school relationships 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 to 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 five by August 31st) and no older than 12 who can benefit from the program are eligible to attend.

Notice to Parents

- ★ It is your responsibility to keep us informed of any change in employment, email address, mailing address, telephone numbers, hours of work and/or emergency contacts so we can reach you when needed.
- ★ The registration fee is a one-time fee due each school year unless your child is withdrawn from the program before school ends. A new fee will apply if you return in the same school year.
- ★ 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 a refund by writing or calling the Prime Time Administrative Office up to 6 months after the de-enrollment date. After six months, credits will remain on the account for up to 1 year to use for future Prime Time services. No refunds will be given after one year. You may use the money after one year as a credit on your account.
- ★ Prime Time follows the Cumberland County School's district calendar and operates during inclement weather when the Cumberland County School employees are allowed to be in school buildings.
- ★ 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 and disposed of properly.
- ★ Prime Time values good customer service and interaction among staff and families. Prime Time expects the Prime Time Site Director and Group Leaders at your child's school to introduce themselves to you.
- ★ Prime Time is not responsible for children's personal belongings that are lost, damaged or stolen. Please keep your child's valuables at home.

Staff Qualifications

When it comes to staff, Prime Time's standards are as high as yours. All staff undergo a criminal background fingerprint check before hire and every five years thereafter. Employees are required to have a physical exam, tuberculin test (TB) and complete training before working with children. All staff are expected to become certified in Infant, Child and Adult First Aid/CPR and maintain the certification throughout their employment.

Based on education and training, Prime Time staff must qualify with the North Carolina Division of Child Development and Early Education (NCDCEE) for their position (Group Leader or Site Director) and must complete a minimum of 15-hours of ongoing professional development annually. Annual training is reviewed by the DCDEE licensing consultants during compliance visits to each Prime Time program.

GENERAL INFORMATION

Discipline

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

We DO:

- ★ Praise, reward and encourage the children
- ★ Reason with and set limits for the children
- ★ Model appropriate behavior for the children
- ★ Modify the program environment to attempt to prevent problems before they occur
- ★ Listen to the children
- ★ Provide the children with natural and logical consequences for their behaviors
- ★ Provide alternatives for inappropriate behavior to the children
- ★ Treat children as people and respect their needs, desires and feelings
- ★ Ignore minor misbehaviors
- ★ Explain things to children on their level
- ★ Stay consistent in our behavior management program
- ★ Use short, supervised breaks when children are outside

We DO NOT:

- ★ Spank, shake, bite, pinch, push, pull, slap or otherwise physically punish the children
- ★ Make fun of, yell at, threaten, make sarcastic remarks about, use profanity or otherwise verbally abuse children
- ★ Shame or punish children when bathroom accidents occur
- ★ Deny food as punishment
- ★ Relate discipline to eating
- ★ Leave children alone, unattended or without supervision
- ★ Leave children in locked rooms, closets or boxes as punishment
- ★ Criticize, make fun of or otherwise belittle children, parents, families or ethnicities

Appropriate behavior is expected of all children. Inappropriate behavior is dealt with by reasoning with the child, encouraging the use of the Calm Corner (please see below) and requesting parental reinforcement from home. Persistent behavior problems, which disrupt 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 an ongoing behavior issue, 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 bullying, fighting and threats to harm oneself, children or staff. The use of social media is also prohibited. 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 on the severity of the incident(s).

We do not share information regarding the discipline of other children, and parents are not permitted to approach another child in the program regarding discipline matters.

Calm Corner

The Calm Corner is a place where children can do self-directed activities to help themselves manage their behavior and calm down. It is similar to the Calm Corners used in CCS classrooms across the district. Children will be in the Calm Corner no longer than five minutes. Our policy is not to punish children but to guide them into making good behavior choices. When the Calm Corner option is not available (i.e., during outdoor time) and children need a few minutes to decompress, children may be asked to take a break away from their activity by standing with the Prime Time staff.

Abusive Head Trauma Policy

Prime Time believes that preventing, recognizing, responding to, and reporting Abusive Head Trauma (AHT) is an important function in 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 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 begin pediatric CPR.

Reporting:

Instances of suspected child maltreatment in child care are reported to the 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.
- ★ 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 children's brain development up to 5 years of age, all staff take training on AHT within the first two weeks of employment. Training includes recognizing, responding to and reporting child abuse, neglect or maltreatment and the brain development of children up to five years of age.

Photography

Cumberland County Schools Prime Time uses photographs, slides, videos or illustrations of students for many purposes. Some examples include, but are not limited to newsletters, annual reports, print media, presentations, videos, and news stories produced by the school system onto our website, and other news media or in other similar forms of communication. You will be asked to approve or disapprove of your child being photographed at the time of registration. You can update your response at any time by contacting the Prime Time Administrative Office.

Pick-Up/Drop-Off Procedures

All children MUST be signed into the morning program and out of the afternoon program on the Prime Time sign-in/out sheets.

Children can only be picked up by authorized persons age 16 or older whose names appear on the pick-up or emergency contact list—NO EXCEPTIONS TO THIS RULE. We care about your child and never want to release them to an unauthorized person, so please be prepared to show a valid photo ID at all times. Also, you may be asked to retrieve your child from their current activity location so that Prime Time staff can maintain DCDEE required ratios.

If you need to add, change or delete someone on the pick-up list, this can be done on your EZChildTrack Parent Portal by clicking on the “My Account” link at the top of the billing page. Contacts can also be added by calling the Prime Time Administrative Office.

It would be helpful if all parents would provide pictures on their Parent Portal to help us identify quickly who is allowed to pick up a child.

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 Office personnel have access via Cumberland County Schools Power School & EZChildTrack 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. On-site files remain in a locked cabinet, while emergency information sheets are kept in a binder 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. Records should never be removed from a Prime Time location unless 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 the Cumberland County Schools Prime Time Before and After School Program. 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 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. However, 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 a 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 the 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 to the extent 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. 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.

Cell Phone & Small Electronics Policy

Cell phones and other small electronics like iPads 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 children at risk of exposure to age-inappropriate material and even lead to emotional injury. Prime Time will enforce a no cell phone and small electronics policy this school year to ensure all students' privacy and safety. **Please note: Cumberland County School issued Chromebooks are permitted to complete homework only.**

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 to communicate with 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 a cell phones at each site. Whether we're in our designated space, out in the field, on the playground or immersed in 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 the healthcare of your child.
- ★ Your child asks to call you.
- ★ Your child is unable to function within the program rules in a healthy manner.

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

Please note: If your child requires a cell phone for their medical or behavioral needs, a doctor's note will be required. Cell phones and iPads cannot be used due to DCDEE screen time limitations.

Teacher Workdays

Prime Time is open on scheduled teacher workdays from 6:30 a.m. until 6:00 p.m. at designated All Day Care locations. Please see the calendar for the specific days that Prime Time is open. If your child will be attending, please **call the Prime Time Office to enroll at least two business days in advance of the teacher workday.**

Fees: There is not an additional charge for care on Teacher Workdays for children enrolled in a weekly Prime Time program.

Parents need to be aware that their child must be picked up by 6:00 p.m. Late fees will be charged to all children at \$3 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.

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.

If your child is signed up to attend and you no longer need care, please call the Prime Time Office to remove your child's name from the list.

Last Day of the Program

The last day of the 2023-2024 Prime Time program will be May 31st, 2024.

FEES & FINANCIAL POLICIES

School Year Fees

Registration: \$40 per child (Non-Refundable)

Program Options	Weekly Fees
Before Only Care available from 6:30 am until school begins.	\$60
After School Only Care available from school dismissal until 6:00 pm	\$68
Before & After School Care available from 6:30 am until school begins & school dismissal until 6:00 pm.	\$78
All Day Care Weeks Care available from 6:30 am until 6:00 pm.	\$100

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

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

Payments

Prime Time is a continuous program that runs on a prepayment basis. Once you have registered your child for the Prime Time program, you must make a payment every week. Payments are due on the Friday before the week of care.

How can I pay?

Prime Time accepts cash, money orders, checks, debit (with logo on it), Visa or MasterCard. Payments can be made in one of the following ways:

1. **In person at the Prime Time Administrative Office**

Street Address:

Prime Time
1114 Gillespie Street
Fayetteville, NC 28306

Hours of Operation: Monday-Friday, 8:00 a.m. until 5 p.m.

2. **Online through the EZChildTrack Parent Portal**

Your Parent Portal is available to you to make payments any time of day. If you pay online using an e-check please allow 3-4 business days for processing. Please note: Upon initial e-check payment submission you will receive a statement that your e-check is processing. When your check clears, you will receive a receipt. There is a \$1.50 processing and handling fee for all e-checks transactions.

If you do not have access to a computer or smartphone you may call the office at (910) 678-2451 and someone will help you with your payment. Debit and credit card payments (Visa/MasterCard) by phone may be subject to a convenience fee in addition to the 4.95% regular processing and handling fee.

3. **By Mail**

Please allow ample time for payment to be received by the Prime Time Office. Once the check or money order is received, the account holder will receive a receipt via email. Late fees will apply if checks are received past the Friday due date.

Mailing Address:

Prime Time
P.O. Box 53686
Fayetteville, NC 28305

4. **Drop payment in the dropbox in front of the Prime Time building**

The dropbox is available for parents to submit a payment 24 hours a day seven days a week. Payments placed in the drop-box after 5:30 p.m. will be processed the following business day and may be subject to a late payment fee.

5. **Bill Pay with your Bank**

Check your bank's website for directions on setting up a bill pay account. We ask that parents list their Prime Time account number and child's name on all bill pay checks. Please use the PO Box mailing address listed above.

Checks & Money Orders

If you are paying by personal check or money order, please include:

- Prime Time Account #
- Child's Name
- DL # and State
- Full Name
- Address
- Phone Number

Please note: If a check is returned due to insufficient funds, Prime Time will not resubmit the check. Please see the “Returned Check Policy” section for more information.

Late Fees & Nonpayment

Payments received after Sunday at 11:59 p.m. of the week before care are considered late and accounts will be charged a \$30 late payment fee. All late payments should be paid by cash, money order or credit card. **Children will be automatically withdrawn from the program on the Friday of the week of care if payment is not made in full.** Please note: Payments placed in the drop box after 5:00 p.m. will be processed the following business day and may be subject to a late payment fee.

Withdrawals

To withdraw from the Prime Time program, parents must call the Prime Time Administrative Office. If a withdrawal request is submitted on Monday or Tuesday service can be ended as early as Friday of the current week. If the request is submitted Wednesday, Thursday or Friday the withdrawal will take effect no earlier than the following Friday. If you wish to re-enroll your child later, a new \$40 registration fee will apply. **Remember that Prime Time is a continuous program and you are financially responsible for every week of care until your enrollment period ends.**

Absences

There are NO refunds, credits, transfers of payment for absences, sickness, mishaps, or holidays. Whether your child attends the entire week, a partial week or not at all, full payment is due unless you withdraw your child with prior notification from the program. 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, it is best to withdraw your child from the program and pay another non-refundable registration fee when your child returns.

If a child has not attended the Prime Time program for 5 consecutive business days, the child will be deleted from the program and the parent will be responsible for the account balance.

Refunds

Parents can request a refund if their child is withdrawn from the program and 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 six months after the withdrawal date. After six 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.**

Partial Weeks

Prime Time does not prorate 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 entire week must still be paid to the Prime Time Office. Holidays and Teacher Workdays are taken into consideration when determining rates. There will be an All Day Care rate for the last week of the program, May 27th-May 31st, 2024.

Late Check-Out

Parents will be charged a \$3.00 per minute per child late fee if they pick up their child after 6 p.m. The late check-out fee must be paid before the next week of care. Any late pick-up charges that are incurred on Fridays must be paid by 11:59 p.m. on Sunday to avoid receiving a late payment fee. After three late pick-ups, your child(ren) may be dismissed from the program.

Return Check Policy

Prime Time will gladly accept your checks (paper or e-check). However, if your check is returned, the parent/guardian will be responsible for the face amount plus a \$30.00 returned check fee and any late payment fees that apply. 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. **Also, your child will not be allowed to return to the program until you have fulfilled your financial obligation to Prime Time. Your account will still be charged until the parent calls the office and withdraws the child(ren) from our program.** Cash, money order and credit cards will be accepted for future payments. To restore check writing privileges, the account holder will need to contact the Prime Time Administrative Office in the appropriate time frame.

If your check is returned, you will be notified by email and an on-demand invoice will be sent to you. We ask that once you receive the invoice you pay the balance immediately to avoid receiving additional fees and a break in service. Please note: If your account is paid by someone other than an account holder, the account holder(s) will still be responsible for all fees and balances incurred as a result of the returned check.

Inclement Weather

During the threat of inclement weather, the Superintendent or 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 all 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.

Unless altered by the Superintendent or designee, Prime Time will operate as follows on inclement weather days:

- ★ If school is dismissed 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 of \$3.00 per minute per child.
- ★ If the schools are delayed for children or staff due to inclement weather, the Prime Time morning program will be canceled.
- ★ 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.
- ★ If school is completely canceled due to inclement weather and school staff are permitted to work, Prime Time will be available for care.

If it is determined by the Superintendent or designee that it is not safe for Prime Time to operate, the following discounts will apply:

- ★ Early Release Day- No discount given.
- ★ Closed for One Day- No discount given.
- ★ Two consecutive days closed in one week- 15%
- ★ Three consecutive days closed in one week- 35%
- ★ Four consecutive days closed in one week- 55%
- ★ Five consecutive days closed in one week- 75%

If school is closed on Friday of one week and on 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.**

Families should refer to the Cumberland County Schools' website and social media pages or local news channels for up-to-date information regarding delays, early releases and closures.

Tax Statements

Parents and guardians may view and print their tax statements through their parent portal at www.ezchildtrack.com/ccsprimetime/parent. Please click on 'View Statements' to access the tax documents.

PROGRAMMING

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.

Example Activity Schedule

Dismissal–3:30 p.m.– Snack, Restroom, Outdoor Play

3:30 p.m.–4:30 p.m.– Activity One: Children’s Choice

4:30 p.m.–5:30 p.m.– Activity Two: Children’s Choice

5:30 p.m.–6:00 p.m.– 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


Division of Child Development and Early Education (DCDEE) mandates the following North Carolina General Statute for all licensed child care facilities:

“Article 7, Chapter 110 of the North Carolina General Statutes requires that each child care center arranges 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 any time 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 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 DCDEE outdoor policy applies to all children, including those with asthma and seasonal allergies.**



Prime Time suggests that all children have warm clothing for outdoor play. These items may include a coat, mittens, a hat and/or a scarf when the weather is cool. If the temperature outside is 60 degrees or under, children must wear a jacket. Please refer to the DCDEE Weather Watch guidelines used by Prime Time located in the back of this handbook.

Snacks & Meals

All snacks served by the Prime Time program 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 of the registration form. Parents are welcome to review the meal and snack menus at any time on the Cumberland County Schools website or by asking the Prime Time staff. The snack menu will be posted on the Prime Time Parent Information Board near the sign-out table.

Prime Time **does not** furnish lunch or supplemental food items on All Day Care days. 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. Meal delivery services are not permitted due to the possibility of cancellation without notice by the delivery service.

Microwaves will not be available for student use. Children are not permitted to share meals.

HEALTHCARE POLICIES & PROCEDURES

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. If we are unable to contact you immediately, we will contact those individuals listed as emergency contacts on your child's account. **Late check-out charges of \$3.00 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 & 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 an 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: Prime Time does 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. **Medication must be in the original container labeled by the pharmacy.** To check in medication, parents/guardians will need to count the medication (if applicable) and sign it 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). Children cannot keep medication in their possession unless they are in the 4th grade

and have the Cumberland County Schools Self-Authorization form signed by a physician. All medications will be secured and mobile for transport in emergency situations.

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

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 to bring you affordable optional accidental student insurance. You may contact Markel at 1.877.444.5014 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.*

Reducing & Eliminating Germs in our Program

As a licensed school-age program with North Carolina's Department of Child Development and Early Education (NCDCDEE), Prime Time is required to follow strict sanitation practices during program hours. To reduce and eliminate germs in our program, we do the following:

- ★ Daily, bathrooms used by Prime Time are sprayed with Virex, a NCDCDEE approved hospital-grade disinfectant.
- ★ Every day upon arrival to the program and before and after snack, staff wash all program tables with warm soapy water then spray a bleach solution on tables where it will sit for 2 minutes before being wiped dry.
- ★ Staff and children will wash their hands several times throughout the day:
 - Upon arrival to the program
 - Before eating a snack
 - Upon coming in from outside
 - In-between each activity
 - Anytime they cough, blow their nose, or sneeze
 - Anytime their hands are soiled
- ★ Staff disinfect toys and materials, cubbies, and nonporous items with a bleach solution every Friday.

Healthy Habits

Prime Time staff will set an example and talk to children about the following healthy habits to prevent the spread of germs.

Using Facial Tissues

1. Parents and guardians should encourage their child to cover coughs and sneezes with a tissue.
2. Used tissues should be thrown in the trash and hands washed immediately with soap and water for at least 20 seconds.
3. If soap and water are not readily available, hand sanitizer containing at least sixty percent alcohol can be used for children who have been taught to use hand sanitizer safely.

*If a tissue is not available, children and staff will be encouraged to cough in the bend of their arm to contain respiratory droplets from spreading.

Handwashing Procedures

1. Wet hands with water.
2. Apply soap from the dispenser.
3. Rub hands together (front, back, in-between fingers, tips of fingers, and around thumbs) for at least 20 seconds (sing the happy birthday song twice).
4. Rinse hands thoroughly with free-flowing water.
5. Dry hands with a paper towel.
6. Turn the faucet off with your paper towel.
7. Throw paper into a no-touch trash can.

* Handwashing signs with pictures are posted next to every sink to remind children of proper handwashing techniques.

Hand Sanitizer Procedures

1. Use a dime-sized amount of hand sanitizer
2. Instruct your child to rub their hands together (as if washing)
3. Spreading the product on all sides and between fingers
4. Allow drying

*A sixty percent alcohol-based hand sanitizer will be used when soap and water are unavailable. If your child is allergic to hand sanitizer, please notify the Prime Time staff.

*When not in use, all hand sanitizer will be stored in a locked cabinet. In the event that a child ingested hand sanitizer, Prime Time will call Poison Control at (800) 222-1222 and follow their guidance for care. Parents and guardians of children who ingest hand sanitizer will be contacted immediately.

ATTACHMENTS

Summary of North Carolina Child Care Laws and Rules

Revised January 2021

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

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

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.

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

What Is Child Care?

The law defines child care as:

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

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

Child Care Centers

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

Two through Five Star Rated License

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

Child Abuse, Neglect, or Maltreatment

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

Parental Rights

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

How to Report a Problem

North Carolina law requires staff from the Division of Child Development and Early Education to investigate a child care center when there has been a complaint. Child care providers who violate the law or rules may be fined, issued an administrative action, and may have their licenses suspended or revoked. Administrative actions must be posted in the facility. If you believe that a child care provider fails to meet the child care requirements, or if you have questions, please call the Division of Child Development and Early Education at 919 814-6300 or 1-800-859-0829.

Education and Training

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

Criminal Background Checks

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

Reviewing Facility Information

From the Division's Child Care Facility Search Site, the facility and visit documentation can be viewed

<http://ncchildcaresearch.dhhs.state.nc.us/search.asp?lang=English>

A public file is maintained in the Division's main office in Raleigh for every licensed center. These files can be viewed during business hours (8am-5 pm) by contacting the Division at 919-814-6300 or 1-800-859-0829 or requested via the Division's web site at www.ncchildcare.ncdhhs.gov.

Staff/Child Ratios

Ratios are the number of staff required to supervise a certain number of children. Group size is the maximum number of children in one group. The minimum staff/child ratios and group sizes for single-age groups of children in centers are shown below and must be posted in each classroom. A sample staff/child ratio chart can be found on the DCDEE website under "Provider Documents and Forms".

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

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

Space and Equipment

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

Record Requirement

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

Curriculum and Activities

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

Health and Safety

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

Transportation

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

Discipline and Behavior Management

Each program must have a written policy on discipline, must discuss it with parents, and must give parents a copy when the child is enrolled. Changes in discipline policy must be shared with parents in writing before going into effect. Corporal punishment (spanking, slapping, or other physical discipline) is prohibited in all centers. Religious-sponsored programs which notify the Division of Child Development and Early Education that corporal punishment is part of their religious training are exempt from that part of the law. The law and rules are developed to establish minimum requirements. Most parents would like more than minimum care. Child Care Resource and referral agencies can provide help in choosing quality care. For more information about choosing quality child care, parent resources and/or the in North Carolina law and rules, contact the Division of Child Development and Early Education at 919 814-6300 or 1-800-859-0829 or visit our homepage at www.ncchildcare.ncdhhs.gov.



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

Understand the Weather

Wind-Chill



- 30° is *chilly* and generally uncomfortable
- 15° to 30° is *cold*
- 0° to 15° is *very cold*
- 32° to 0° is *bitter cold* with significant risk of *frostbite*
- -20° to -60° is *extreme cold* and *frostbite* is likely
- -60° is *frigid* and exposed *skin will freeze* in 1 minute

Heat Index



- 80° or below is considered *comfortable*
- 90° beginning to feel *uncomfortable*
- 100° *uncomfortable* and may be *hazardous*
- 110° considered *dangerous*

All temperatures are in degrees Fahrenheit

Child Care Weather Watch

Wind-Chill Factor Chart (in Fahrenheit)										
		Wind Speed in mph								
		Calm	5	10	15	20	25	30	35	40
Air Temperature	40	40	36	34	32	30	29	28	28	27
	30	30	25	21	19	17	16	15	14	13
	20	20	13	9	6	4	3	1	0	-1
	10	10	-1	-4	-7	-9	-11	-12	-14	-15
	0	0	-11	-16	-19	-22	-24	-26	-27	-29
	-10	-10	-22	-28	-32	-35	-37	-39	-41	-43
	-20	-20	-34	-41	-45	-48	-51	-53	-55	-57
	-30	-30	-46	-53	-58	-61	-64	-67	-69	-71



Comfortable for out door play



Caution



Danger

Heat Index Chart (in Fahrenheit %)														
		Relative Humidity (Percent)												
		40	45	50	55	60	65	70	75	80	85	90	95	100
Temperature (F)	80	80	80	81	81	82	82	83	84	84	85	86	86	87
	84	83	84	85	86	88	89	90	92	94	96	98	100	103
	90	91	93	95	97	100	103	106	109	113	117	122	127	132
	94	97	100	102	106	110	114	119	124	129	135			
	100	109	114	118	124	129	136							
	104	119	124	131	137									
110	136													

2023

Child Care Weather Watch

Watching the weather is part of a child care provider's job. Planning for playtime, field trips, or weather safety is part of the daily routine. The changes in weather require the child care provider to monitor the health and safety of children. What clothing, beverages, and protections are appropriate? **Clothe** children to maintain a comfortable body temperature (warmer months - lightweight cotton, colder months - wear layers of clothing). **Beverages** help the body maintain a comfortable temperature. Water or fruit juices are best. Avoid high-sugar content beverages and soda pop. **Sunscreen** may be used year around. Use a sunscreen labeled as SPF-15 or higher. Read and follow all label instructions for the sunscreen product. Look for sunscreen with UVB and UVA ray protection. **Shaded** play areas protect children from the sun.

Condition GREEN - Children may play outdoors and be comfortable. Watch for signs of children becoming uncomfortable while playing. Use precautions regarding clothing, sunscreen, and beverages for all child age groups.

INFANTS AND TODDLERS are unable to tell the child care provider if they are too hot or cold. Children become fussy when uncomfortable. Infants/toddlers will tolerate shorter periods of outdoor play. Dress infants/toddlers in lightweight cotton or cotton-like fabrics during the warmer months. In cooler or cold months dress infants in layers to keep them warm. Protect infants from the sun by limiting the amount of time outdoors and playing in shaded areas. Give beverages when playing outdoors.

YOUNG CHILDREN remind children to stop playing, drink a beverage, and apply more sunscreen. OLDER CHILDREN need a firm approach to wearing proper clothing for the weather (they may want to play without coats, hats or mittens). They may resist applying sunscreen and drinking beverages while outdoors.

Condition YELLOW - use caution and closely observe the children for signs of being too hot or cold while outdoors. Clothing, sunscreen, and beverages are important. Shorten the length of outdoor time.

INFANTS AND TODDLERS use precautions outlined in Condition Green. Clothing, sunscreen, and beverages are important. Shorten the length of time for outdoor play.

YOUNG CHILDREN may insist they are not too hot or cold because they are enjoying playtime.

Child care providers need to structure the length of time for outdoor play for the young child.

OLDER CHILDREN need a firm approach to wearing proper clothing for the weather (they may want to play without coats, hats or mittens), applying sunscreen and drinking liquids while playing outdoors.

Condition RED - most children should not play outdoors due to the health risk.

INFANTS/TODDLERS should play indoors and have ample space for large motor play.

YOUNG CHILDREN may ask to play outside and do not understand the potential danger of weather conditions.

OLDER CHILDREN may play outdoors for very short periods of time if they are properly dressed, have plenty of fluids. Child care providers must be vigilant about maximum protection of children.

Understand the Weather

The weather forecast may be confusing unless you know the meaning of the words.

Blizzard Warning: There will be snow and strong winds that produce a blinding snow, deep drifts, and life threatening wind chills. Seek shelter immediately.

Heat Index Warning: How hot it feels to the body when the air temperature (in Fahrenheit) and relative humidity are combined.

Relative Humidity: The percent of moisture in the air.

Temperature: The temperature of the air in degrees Fahrenheit.

Wind: The speed of the wind in miles per hour.

Wind Chill Warning: There will be sub-zero temperatures with moderate to strong winds expected which may cause hypothermia and great danger to people, pets and livestock.

Winter Weather Advisory: Weather conditions may cause significant inconveniences and may be hazardous. If caution is exercised, these situations should not become life threatening.

Winter Storm Warning: Severe winter conditions have begun in your area.

Winter Storm Watch: Severe winter conditions, like heavy snow and ice are possible within the next day or two.

Child Care Weather Watch, Iowa Department Public Health, Healthy Child Care Iowa, Produced through federal grant (MCJ19T029 & MCJ19KCC7) funds from the US Department of Health & Human Services, Health Resources & Services Administration, Maternal & Child Health Bureau. Wind-Chill and Heat Index information is from the National Weather Service.