

Dear Parent,

Choosing an early care and education program is an important decision for any family. Finding a quality program is even more important. Research shows that a child's first five years are the most formative for the brain, providing a tremendous window of opportunity when the brain makes the connections necessary for learning. The first five years of life have the potential to establish either a firm or fragile foundation for your child's future.

Defining quality early care and education is not simple. At the foundation of a quality program is its commitment and ability to support and nurture a child's healthy physical, social, and emotional, language and cognitive development, and enthusiasm for learning. It is these domains that form the basis of a child's readiness for school and by which children are assessed upon entry.

How do you recognize quality? This consumer education packet can help you. It presents the range of available early care and education program options, North Carolina's child care licensing standards, information concerning your responsibilities as a parent or guardian, and information regarding different community programs, which are all designed to support the health and wellness of a family. The information included will assist you as you search for a high quality early care and education program.

The search for the right program takes time and energy. Choosing a quality program that is appropriate for your child and your family is a decision that will support your child's success in school and in life.

If you have any questions regarding the information in your consumer education packet, please contact us for further support at (910)938-0336 or at [www.onslowkids.org](http://www.onslowkids.org). We look forward to serving you.

Warmest Regards,

OCPC Staff

### Early Care & Education Options

**Center-Based Programs** are independently operated or operate in schools, workplaces, individual homes (considered centers-in-a-residence), churches, synagogues or mosques. Most are open on a fixed schedule, eight or more hours per day, Monday through Friday. Children in centers are usually grouped by age. As they grow, children often move into the next age group with a different teacher. All centers must meet state licensing regulations for the legal operation of a child care facility.

**Licensed Family Child Care Homes (FCCH)** are operated by individuals who provide care in their homes for more than two children who are not related to them. These programs offer a home-like setting that provides the opportunity for siblings to stay together. A licensed FCCH may care for up to eight children, with no more than five preschool children in care at any given time. The caregiver's own preschool-age children must be included in the number of preschoolers. However, their school-age children are not counted for licensing purposes. FCCHs must provide age-appropriate toys and activities, nutritious meals and snacks, and meet basic health and safety standards. All FCCHs must meet state licensing regulations for the legal operation of a child care facility.

**GS 110-106 (Religious sponsored child care facilities)** are child care facilities or summer day camps operated by a church, synagogue or school of religious charter. While exempt from licensure, they must file a notice of intent to operate a child care facility with the state. A religious-sponsored child care facility may choose to seek licensure, but if it does not, it must still meet state licensing requirements with the following exceptions: staff qualifications, staff training, written activity plans and developmentally appropriate activity centers.

**Public Pre-Kindergarten Programs** include center-based and school-based programs for three- and four-year olds that are fully or partially publicly-funded and operate under the direction of state, local, and federal education and human service agencies. The Onslow County Partnership for Children offers placement of eligible 4 years old in an NC Pre-Kindergarten classroom in approved child care centers. Onslow County Schools also offers placement in 8 different elementary schools throughout the county. NC Pre-K is a statewide, voluntary program that prepares eligible four-year old children for school success by providing them with high quality pre-kindergarten experiences. The curricula used are child-centered, have a literacy and language focus and include parent participation. NC Pre-K classrooms operate in centers and school settings for six and a half hours per day, following the public school calendar, with no more than a one-to-nine staff to child ratio. The Onslow County Partnership for Children also offers placement in a 3 School Program in previously approved child care centers.

**Head Start:** Head Start is a federally funded community-based program for low-income children and their families. Head Start is designed to promote school readiness. Applications for this program can be picked-up at the Onslow County Partnership for Children or the Onslow County School Board. The applications must be returned to the Onslow County School Board. For more information, please call the Onslow County School Board at (910) 455-5530 or (910)346-6222.

**School-Age Child Care** refers to programs for children before and/or after school hours and during school holidays and vacations. Family child care homes, child care centers, and schools typically offer this type of care. Programs that operate for four hours or less per day are license-exempt, but may voluntarily seek state licensure or pursue national accreditation.

## Early Care & Education Options

**Summer Day Camps** are generally designed for school age children and operate during the day for less than four months. They may be offered by child care centers, colleges, recreation sites, faith-based groups, or other sponsoring organizations. This type of program is license-exempt, but may elect to seek state licensure.

**Legally Exempt Family Child Care Homes** are allowed to care for two non-related children in addition to their own without being licensed by the state. Part-Day Preschools operate for four or fewer hours per day and serve children from birth to five.

**License-exempt Part-Day Preschools** may voluntarily seek state licensure and may also pursue national accreditation. Typically, part-day programs operate on the same calendar year as the public school system, serving families where one parent is not employed full-time. Faith organizations and community based not-for-profit organizations sponsor most part-day programs.

**Other child care options** include care by relatives, neighbors, a nanny or au pair, and mother's morning out programs.

### Quality Indicators Basic Regulations for Child Care

All childcare programs are required to meet childcare requirements. Childcare requirements ensure that programs are meeting the minimum standards for care in North Carolina. Programs must maintain a compliance history of 75% for the past 18 months or the length of time the facility has operated. Some of the childcare licensing requirements that are checked in a program's compliance history are:

- Condition of equipment and materials
- Discipline practices
- Child/staff ratios
- Sanitation practices
- Staff education and training development
- Supervision of children

In addition, centers are required to meet sanitation, building and fire codes as required by other state agencies. The Star Rated License System recognizes facilities for their voluntary efforts to exceed these minimum standards. When you enroll your child in a program, you should receive a summary of the requirements from the provider. You can also print (legal size paper required) the summary from this web site. If you are interested in viewing more details about childcare requirements, click on the complete text of the North Carolina Child Care Requirements.

When seeking quality child care, parent should look at the following areas and ask questions, as needed.

#### **Health and Safety:**

- The space is clean and free of things that are harmful to children.
- Toys and equipment are safe, clean and in good repair.
- Monthly fire drills take place and fire extinguishers are on site.
- FREQUENT HAND WASHING: before and after meals, after toileting/diapering, after outdoor play.
- First Aid equipment available at all times.
- Rules for giving and storing medication are followed.

## Consumer Information for Quality Child Care and Community Resources

### Quality Indicators Basic Regulations for Child Care

- Sick children are separated from the group to prevent the spread of illness.
- Infants under 12 months are put on their backs to sleep.
- Nutritious meals are served and food is properly store and prepared. Food is served based on the number of hours the child is in care.
- Drinking water is available and offered at frequent intervals.
- Parent/Guardian must give written permission to transport children. Vehicles used to transport are in good repair. Seat belts and safety seats are used.
- Outdoor area is fully supervised and children are allowed to play outside every day.

#### Positive Teacher-Child Interaction:

- Observe how the provider interacts with the children. Provider should consistently treat the children in a warm and positive manner.
- Guidance techniques like redirection and positive reinforcement are used.
- Discipline is age-appropriate and NEVER physical, mental or emotional punishment.

#### Staff-Child Ratio and Group Size:

- A Family Child Care Home is a smaller program offered in the provider's residence where three to five preschool children are in care. They may also provide care for three school aged children.
- Child Care Center Ratio

Age of children	# Children	# Staff	Max. Group Size	# Staff
0 to 12 Months	5	1	10	2
12 to 24 Months	6	1	12	2
2 to 3 Years	10	1	20	2
3 to 4 Years	15	1	25	2
4 to 5 Years	20	1	25	2
5 Years and Older	25	1	25	1

#### Staff Education:

- Education and ongoing training increases staff knowledge, which leads to a high quality of care.
- Ongoing training is required to maintain a child care license

#### Program Standards:

- Sufficient space for activities
- Variety of play materials
- Clean and comfortable play area

#### Staff Turnover:

- Consistency and minimal turnover in caregivers is critical in high quality care. It is important in the emotional health of the children for them to feel secure and confident in their well-being during childcare.

### Quality Indicators Basic Regulations for Child Care

#### Family Involvement:

- How is information about the child's day/week/month provided to the parents?
- You should be updated regularly (daily, weekly), on the care and progress of your child. You should also be notified if the provider is experiencing any challenges regarding your child's care.
- You should be able to visit the childcare facility at any time. North Carolina law requires an "open-door policy" in all child care facilities.
- Ask about other ways you could be involved in your child's program.

#### Developmentally Appropriate Activities/Curriculum:

- Providers have age appropriate toys and learning materials.
- Activities are available for the development of children's whole body and mind.
- A variety of books are available.
- Children are allowed to make choices.
- TV viewing is limited or excluded from the program

### Affording the Cost of Child Care

Children are in their early learning years when parents are in their early earning years. That means you are likely to need a high quality child care program at a time when your budget most feels the pinch. A quality early care and education program can cost as much as in-state college tuition. Not surprisingly, child care is the second largest budget item for most families, exceeded only by housing costs. But don't get discouraged! The good news is that high quality programs are worth the investment, and there are a number of programs that can substantially offset or reduce your out-of-pocket expenses. There are several options available to you. Included in the *Quality Counts: Consumer Information for Quality Child Care and Community Resources* information guide, you will find several ways to offset some of the cost associated with child care. Some examples are:

- Public Pre-school: The NC Pre-K program and Smart Start Onslow's Three School Program are free of charge
- Child Care Subsidy: Eligible families can pay a portion of their total child care cost and have the rest offset by a state-funded program
- PEERS: Offers free drop-in child care 3 days a week with a reservation.
- Sliding Scales and Scholarships: Many child cares offer a sibling discount or a sliding fee scale which is based on a family's income.

### Affording the Cost of Child Care

#### Average Cost of Care in Onslow County for Licensed Facilities

Note: Weekly Rates are subject to change.  
Please confirm current rates with individual providers.

#### Child Care Centers

Age	1 Star	2 Star	3 Star	4 Star	5 Star
Under 12 months	There are currently no 1 or 2 star Child Care Centers		\$155.00	\$153.00	\$172.06
12-18 months			\$154.00	\$151.00	\$171.12
18-24 months			\$138.00	\$151.00	\$169.88
2 years old			\$141.60	\$146.60	\$159.44
3-5 years old			\$126.80	\$131.00	\$145.53
5-12 years old			\$116.25	\$118.33	\$113.65

#### Faith-Based Centers: GS-110

Age	GS-110
Under 12 months	\$136.67
12-18 months	\$136.67
18-24 months	\$136.67
2 years old	\$115.50
3-5 years old	\$99.65
5-12 years old	\$76.75

#### Family Child Care Homes

Age	1 Star	2 Star	3 Star	4 Star	5 Star
Under 12 months	\$122.22	\$133.33	\$138.12	\$145.71	\$120.00
12-18 months	\$116.67	\$116.67	\$136.88	\$141.88	\$120.00
18-24 months	\$116.67	\$116.67	\$134.38	\$139.38	\$120.00
2 years old	\$113.89	\$116.67	\$132.18	\$134.38	\$120.00
3-5 years old	\$112.78	\$116.67	\$127.65	\$128.12	\$120.00
5-12 years old	\$99.38	\$100.00	\$110.47	\$118.75	\$120.00

### **Affording the Cost of Child Care**

**What is the Child Care Subsidy Program?** The Child Care Subsidy Program is a state-funded program to assist families offset some of the cost of child care. Child Care Subsidy funds are paid directly to subsidy approved child care providers. Families are responsible to paying a portion of the overall cost to their chosen provider.

**Is the Child Care Subsidy Program an option for my family?** To qualify for the child care subsidy program, a family needs to meet both the situational and financial criteria.

- **Situational Criteria:** You may be eligible to receive child care assistance if one or more of the following situations apply to your family:
  - You are working or are attempting to find work
  - You are in school or in a job training program
  - Your child is receiving child protective services
  - Your child needs care to support child welfare services or if your family is experiencing a crisis
  - Your child has developmental needs
- **Financial Criteria:** Families, including those receiving 'Work First Family Assistance,' are required to pay a percentage of their child care costs based upon their gross monthly income. The percentage is 10%, if applicable.

### **Child Care Subsidy Services Program**

**When can I apply?** New applicants and those reapplying for assistance can meet with a caseworker **Monday, Tuesday, Thursday and Friday from 8:00am to 3:50 pm. Closed Wednesday's.** All applicants, both new and renewal, must apply in person.

**What do I need to bring?** All applicants must bring the following requested verification to the Onslow County Partnership for Children and apply in person for child care subsidy services.

- Work Hour's Form (s) completed by your and/or spouse's employer (s) found at [www.onslowkids.org](http://www.onslowkids.org) or you can pick one up at our main office.
- Prior month(s) worth of your most recent pay stubs or LES (if applicable)
- College (must not have BA/BS degree) or high school schedule (if applicable)
- Proof of any other income received such as: Veteran's (VA) Benefits, Social Security Benefits, pensions, Unemployment Benefits, Worker Compensation, etc.
- Proof of alimony
- Proof of child support (received or paid out)
- Self-employment forms must be completed along with copies of income expenses verification (i.e. Receipts, ledgers, etc.)
- Valid picture identification for adult applicant and Social Security Cards for all

**How long will it take?** The process of applying takes at least one hour. Wait times can vary and depend upon the volume of people who are seeking services. During periods of high volume, the wait time can be lengthy. Please plan accordingly. Wait times are the shortest at 8 am and increase throughout the day.

### Financial Information for Families

#### 2016 Tax Credit Information

**Earned Income and AGI Limits:** Earned income and adjusted gross income (AGI) must each be less than:

Tax Status	Qualifying Children Claimed			
	Zero	One	Two	Three or more
Single, Head of Household or Widowed	\$14,880	\$39,296	\$44,648	\$47,955
Married Filing Jointly	\$20,430	\$44,846	\$50,198	\$53,505

**Investment Income Limit:** Investment income must be \$3,400 or less for the year.

**Maximum Credit Amounts:** The maximum amount of credit for Tax Year 2016 is:

- \$6,269 with three or more qualifying children
- \$5,572 with two qualifying children
- \$3,373 with one qualifying child
- \$506 with no qualifying children

For more information on whether a child qualifies you for EITC, see:

- Qualifying Child Rules, or
- Publication 596, Rules If You Have a Qualifying Child.

**The American Tax Relief Act of 2012:** The American Tax Relief act extended the relief for married taxpayers, the expanded credit for taxpayers with three or more qualifying children and other provisions to December 31, 2017. For more information, please visit: <https://www.irs.gov/credits-deductions/individuals/earned-income-tax-credit/eitc-income-limits-maximum-credit-amounts-next-year>

**Who is Eligible for Women, Infants, and Children (WIC)?** WIC is available to pregnant, breast feeding and postpartum women, infants and children up to age five. To participate, these persons must:

- Live in North Carolina.
- Have a family income less than 185% of the U.S. Poverty Income Guidelines. (A person receiving Medicaid, Work First Families Assistance (TANF), or assistance from the NC Food and Nutrition Services automatically meets the income eligibility requirement.)
- Be at nutritional risk. A nutritionist or other health professional makes the nutritional risk assessment at no cost to the participant, usually at the local WIC office. Examples of nutritional risk conditions are listed below. For a complete listing, call 919-707-5800 or you may visit <http://www.nutritionnc.com/wic/wiceligb.htm>
  - Abnormal anthropometric or hematological measurements
  - Documented nutrition-related medical conditions
  - Inadequate dietary intake
  - Conditions that predispose a person to inadequate nutritional patterns such as lead poisoning, migration, alcohol or drug abuse.

## Consumer Information for Quality Child Care and Community Resources

### WIC Certification Periods

- **Pregnant women** are certified for their pregnancy and up to six weeks postpartum. By 6 weeks postpartum families must be recertified as a postpartum or breast feeding woman.
- **Non-breast feeding postpartum women** are certified until six months postpartum.
- **Breast feeding postpartum women** are certified for up to 12 months postpartum.
- **Infants** certified before six months of age are certified until their first birthday. Infants certified after six months of age are certified for six months.
- **Children** are certified every twelve months until five years of age.

**WIC Income Guidelines:** Once the size and gross income of the economic unit (or household) have been determined and documented, staff use the poverty income guidelines included in the chart below to determine income eligibility.

### WIC Income Eligibility Chart (Effective July 1, 2016)

Size of Household	Annual	Monthly	Weekly
1	\$21,978	\$1,832	\$423
2	\$29,637	\$2,470	\$570
3	\$37,296	\$3,108	\$718
4	\$44,955	\$3,747	\$865
5	\$52,614	\$4,385	\$1,012
6	\$60,273	\$5,023	\$1,160
7	\$67,951	\$5,663	\$1,307
8	\$75,647	\$6,304	\$1,455

**Note:** A person who currently receives Medicaid, Work First, or Food and Nutrition Services (Food Stamps) automatically meets the income eligibility guidelines for WIC.

## Four Easy Steps to Choosing a Quality Program

### 1. Contact OCPC's Child Care Resource and Referral Staff

When you contact OCPC, a parent counselor will ask you questions regarding your child's and family's needs. You will then be provided with referrals to programs that meet those needs, including licensing, hours of operation, program costs, type of care, preferred location, and detailed program features. OCPC's comprehensive database of early care and education and school-age child care programs provides program information that is not available from the state.

### 2. Call Programs

Once you have your list of early care and education and school-age child care program options from OCPC, call each program to confirm the information and check the availability of openings for your child. This is the fastest way to build on the referral information OCPC has provided and narrow down your options.

Questions to ask each program include:

- How many children are in my child's age group and in the class my child will attend?
- Can you describe a typical day?
- How many children are currently in your program?
- Is there a waiting list? If so, is there a fee to be on it?
- What is the staff-to-child ratio for the classroom my child will attend?
- Review the included *Quality Checklist* for additional questions.

### 3. Visit Programs

The most important step in your search is to visit at least three of the programs on your list and look for clues that show each program's quality. While there, tour the program and observe the children and the staff. Ask questions about the staff and children, safety, and health issues. Use the Quality Checklist to record important information about each program; this will assist you in making your final decision.

### 4. Compare and Decide

After your visits, review the checklist and compare what you have seen and heard at each program. Use this information to determine which facility is best for your family's needs. Because your child may stay with a program for many years, it is important to know about your child's progress as he and she grows. Consider the program's star rated license. If it is low, why is it low and what are the facilities plans to achieve a higher star rating? Get references from other parents using the program. Ask if their children enjoy the program. What do they like most and least about the program? Would they use this program again? Above all, think about what is best for your child, use your instincts, and know that choosing quality is an important responsibility that will have a lasting impact on your child's life.

### **The Next Steps**

Once you have selected a quality program that best suits your family's needs, it is up to you to remain involved. There are several things you can do as a parent to build the relationship between your family and your child care provider.

- Share vital information about your family and child and kept it up to date. Tell the staff about any special needs, fears, or physical problems your child may have.
- Keep important information about the program handy. This includes vacation or holiday schedules, telephone numbers, and emergency procedures.
- Be sure to read and understand all policies and paperwork you receive from the program.
- Let your child know you are interested in what he or she does at the program by visiting the program periodically during the day and attending family events or conferences.
- Respect the program's staff as knowledgeable professionals. Remember, you are entrusting them with the care of your child.
- If you become concerned about something that is happening in your child's program, talk it over with the program director or owner. If you think the program is not following state regulations, call **North Carolina Division of Child Development and Early Education at 800.859.0829.**

### **Changes in Investigations of Child Abuse and Neglect in Child Care**

DCDEE and the local departments of social services (DSS) currently work together to investigate reports alleging child abuse and neglect in child care. **Effective January 1, 2016, DCDEE will be the sole agency to investigate these allegations. Child abuse and neglect in child care will now be called Child Maltreatment.** DCDEE will work with law enforcement and other agencies as needed. These changes are included in Senate Bill 578. You can read the Bill in its entirety by visiting [www.ncleg.net](http://www.ncleg.net). You may not notice many changes with how investigations are conducted; however, below are some general answers about the new law.

**What is child maltreatment?** Child maltreatment is similar to serious child neglect and child abuse. People who have seriously neglected or abused a child are placed on the Responsible Individuals List (RIL) with DSS. DCDEE will now have a similar list called the Child Maltreatment Registry. This list will have the names of caregivers who maltreat a child in child care.

**Who is a caregiver?** The new law defines "caregiver" broadly, and includes: the operator of a licensed child care facility or religious-sponsored child care facility, a child care provider (as defined in G.S. 110-90.2(a)(2)), a volunteer, or any person who has the approval of the provider to assume responsibility for children under the care of the provider.

**How does the law define child maltreatment?** The new law defines child maltreatment as: "Any act or series of acts of commission or omission by a caregiver that results in harm, potential for harm, or threat of harm to a child. Acts of commission include, but are not limited to, physical, sexual, and psychological abuse. Acts of omission

### **Changes in Investigations of Child Abuse and Neglect in Child Care**

include, but are not limited to, failure to provide for the physical, emotional, or medical well-being of a child, and failure to properly supervise children, which results in exposure to potentially harmful environments."

**Who is required to report child maltreatment in child care?** Every person has a duty to report suspected maltreatment. You can make a report of suspected maltreatment in a child care setting to DCDEE by calling 919-527-6500 or 1-800-859-0829 in NC.

**What will be different about investigations of child maltreatment in child care?** DCDEE will now take on the responsibility for the entire investigation of child maltreatment in child care. The law requires that information about ongoing investigations must be kept confidential and, as such, will not be included on the DCDEE website. However, information regarding visits from the licensing consultants, as well as, actions taken against a child care can be found on the [ncchildcare.net](http://ncchildcare.net) website. Information about child cares can also be requested from DCDEE. Please contact DCDEE at 1-800-859-0829 for more information.

**What information is available to the public at the end of a child maltreatment investigation?** If DCDEE determines that child maltreatment DID occur, DCDEE will share the investigation findings, the dates of all visits made during the investigation, and any corrective action taken. If DCDEE determines that child maltreatment did NOT occur, DCDEE will share violations of child care licensure law or rules resulting from the investigation and any administrative action taken as a result. DCDEE cannot post on the website that a child maltreatment investigation occurred if the maltreatment was unsubstantiated.

**Can I find out if someone is on the Child Maltreatment Registry?** Yes. The names of individuals on the Child Maltreatment Registry are public information. DCDEE will maintain the registry. People on the registry may **not** work in child care. The public can submit a form to DCDEE to find out if someone is on the Child Maltreatment Registry. The form will be available on our website in January 2016.

### **About OCPC**

The Onslow County Partnership for Children is a child- and family-serving organization in Onslow County, North Carolina. Established in 1998 to strengthen the systems of care surrounding children and families, OCPC is a public-private partnership that unites all sectors of the community toward the healthy development of its youngest citizens; and toward the future prosperity of the community as a whole. OCPC believes that when we invest wisely in children and families, the next generation will pay that back through a lifetime of productivity and responsible citizenship.

OCPC funds programs that serve children, families, and caregivers in our community. Additionally, OCPC makes investments in community based organizations to support services and programs. Some of the programs found at OCPC are:

- NC Pre-Kindergarten
- Smart Start Onslow Three School
- Early Head Start
- Child Care Subsidy
- Parent Education Classes
- Child Care Resource and Referral
- Technical Assistance for Child Care Facilities
- Literacy Activities such as Story Walks

For information about OCPC funded programs in our community, visit [www.onslowkids.org](http://www.onslowkids.org).

#### **Main Office**

900 Dennis Road  
Jacksonville, NC 28546  
(910)938-0336  
Services Offered: Administrative and Child Care Subsidy

#### **Resource Center**

101 N. Plain Road  
Jacksonville, NC 28546  
(910)938-0336

Services Offered: Lending Library, Applications for NC Pre-K, 3 School, Child Care Referral

## Quality Checklist

Use the following checklist to keep track of the answers you receive during your search for quality programs. You may need to make additional notes as you ask questions. The checklist is broken down into several categories covering a wide range of topics, from general program information to the needs of your child.

First, complete the *Program Information Chart* below for each program you visit. Then, use the checklist as you visit each program. Next to each question on the checklist are three numbered check boxes. The numbers match the program numbers in the *Program Information Chart* below. As you ask questions about each program, check the appropriate numbered box when the answer is “Yes.” Leave the box unchecked if the answer is “No.”

When you have visited all of the programs you want to see, compare the answers and determine which program is best for you and your child.

Program Information Chart
Program <b>1</b> :
Contact Name:
Phone Number:
Hours:
Fees:
Star Rating:
Program <b>2</b> :
Contact Name:
Phone Number:
Hours:
Fees:
Star Rating:
Program <b>3</b> :
Contact Name:
Phone Number:
Hours:
Fees:
Star Rating:

## Quality Checklist

Setting			
Do children have a place to store personal belongings?	<b>1</b>	<b>2</b>	<b>3</b>
Are there toys on low shelves within reach of infants, toddlers and preschoolers?	<b>1</b>	<b>2</b>	<b>3</b>
Are the furnishings the right size for the ages of the children in care?	<b>1</b>	<b>2</b>	<b>3</b>
Is the children's work displayed at their eye level?	<b>1</b>	<b>2</b>	<b>3</b>
Are there science or sensory activities that encourage the children to experiment and observe?	<b>1</b>	<b>2</b>	<b>3</b>
Does indoor and outdoor equipment such as low slides, push/pull toys and low climbing equipment promote physical activity?	<b>1</b>	<b>2</b>	<b>3</b>
Is there sufficient floor space in infant classrooms for cribs, and for infants to crawl and engage in nurturing activities?	<b>1</b>	<b>2</b>	<b>3</b>
Are learning centers and planned activities available outside?	<b>1</b>	<b>2</b>	<b>3</b>
Are there activity areas that allow for different types of play?	<b>1</b>	<b>2</b>	<b>3</b>
Is the program accessible to and does it meet the needs of children with disabilities?	<b>1</b>	<b>2</b>	<b>3</b>
Programming			
Are learning goals set for each child?	<b>1</b>	<b>2</b>	<b>3</b>
Is there a curriculum that is followed?	<b>1</b>	<b>2</b>	<b>3</b>
Are infant activities (such as play, meals or napping) individualized?	<b>1</b>	<b>2</b>	<b>3</b>
Is a daily record kept on feeding, naps, and diaper changes?	<b>1</b>	<b>2</b>	<b>3</b>
Is the children's work creative and individualized as opposed to looking the same?	<b>1</b>	<b>2</b>	<b>3</b>
Is there a variety of clean, developmentally-appropriate materials and equipment for the children, both indoors and outdoors?	<b>1</b>	<b>2</b>	<b>3</b>
Are there strollers or buggies to make outdoor visits easier?	<b>1</b>	<b>2</b>	<b>3</b>
Is there a variety of toys?	<b>1</b>	<b>2</b>	<b>3</b>
Are duplicates of toys available?	<b>1</b>	<b>2</b>	<b>3</b>
Is there a record, CD, or tape player?	<b>1</b>	<b>2</b>	<b>3</b>

## Consumer Information for Quality Child Care and Community Resources

<b>Health and Safety</b>			
Are nutritious snacks and meals planned and served? Is there a menu posted for parents?	<b>1</b>	<b>2</b>	<b>3</b>
Does the program encourage vigorous play and plan physical activities that help children maintain healthy weight?	<b>1</b>	<b>2</b>	<b>3</b>
Are foods, bottles, and medicines labeled with the child's name and date and stored safely and appropriately?	<b>1</b>	<b>2</b>	<b>3</b>
Is there a staff member trained in first aid and CPR at the facility at all times? Is there a first aid kit?	<b>1</b>	<b>2</b>	<b>3</b>
Does the staff follow health precautions such as using gloves and washing their hands and the children's hands frequently?	<b>1</b>	<b>2</b>	<b>3</b>
Are the toys cleaned daily or as needed?	<b>1</b>	<b>2</b>	<b>3</b>
Can the diaper-changing surface be easily cleaned?	<b>1</b>	<b>2</b>	<b>3</b>
Are there clean and easily accessible bathrooms?	<b>1</b>	<b>2</b>	<b>3</b>
Is the outdoor play area fenced?	<b>1</b>	<b>2</b>	<b>3</b>
Are the children able to move between indoor and outdoor play areas safely and without difficulty?	<b>1</b>	<b>2</b>	<b>3</b>
Are the program's indoor and outdoor areas safe, free from hazards, and large enough for easy movement?	<b>1</b>	<b>2</b>	<b>3</b>
Are there separate outdoor areas for infants that include a variety of safe equipment?	<b>1</b>	<b>2</b>	<b>3</b>
Are safety gates used properly?	<b>1</b>	<b>2</b>	<b>3</b>
Are electrical plugs and radiators covered or protected?	<b>1</b>	<b>2</b>	<b>3</b>
Are there smoke and carbon monoxide detectors?	<b>1</b>	<b>2</b>	<b>3</b>
Are fire drills conducted on a monthly basis?	<b>1</b>	<b>2</b>	<b>3</b>
<b>The Children</b>			
Are the children allowed to select learning and play activities and toys by themselves?	<b>1</b>	<b>2</b>	<b>3</b>
Can the children choose not to participate in the activities?	<b>1</b>	<b>2</b>	<b>3</b>
Do the children have the opportunity to develop self-help skills as they grow, such as zipping, buttoning, and tying shoes?	<b>1</b>	<b>2</b>	<b>3</b>
Are the children encouraged to solve problems constructively?	<b>1</b>	<b>2</b>	<b>3</b>
Do the children appear actively involved and interested?	<b>1</b>	<b>2</b>	<b>3</b>

## Consumer Information for Quality Child Care and Community Resources

<b>Staff</b>			
Does a staff member greet the children warmly when they arrive?	<b>1</b>	<b>2</b>	<b>3</b>
Does the staff seem to like and relate well to the children, families, and each other?	<b>1</b>	<b>2</b>	<b>3</b>
Do staff use a warm and pleasant tone of voice with the children?	<b>1</b>	<b>2</b>	<b>3</b>
Do staff discipline the children in a caring, consistent, and calm manner?	<b>1</b>	<b>2</b>	<b>3</b>
Do staff encourage the children to talk to teachers and each other?	<b>1</b>	<b>2</b>	<b>3</b>
Do staff respond to the children's individual needs and do they provide one-on-one attention?	<b>1</b>	<b>2</b>	<b>3</b>
Do staff encourage self-help and independence?	<b>1</b>	<b>2</b>	<b>3</b>
Are staff actively involved with the children?	<b>1</b>	<b>2</b>	<b>3</b>
Are staff members required to have special training in early education and child development?	<b>1</b>	<b>2</b>	<b>3</b>
Is there an in-service training program and /or other opportunities for continuous staff training?	<b>1</b>	<b>2</b>	<b>3</b>
Does your child's prospective teacher have a degree from a college or university?	<b>1</b>	<b>2</b>	<b>3</b>
Have the majority of staff members worked at the program for more than two years?	<b>1</b>	<b>2</b>	<b>3</b>
Is there a diverse staff?	<b>1</b>	<b>2</b>	<b>3</b>
Do staff accept and respect cultural differences?	<b>1</b>	<b>2</b>	<b>3</b>
<b>Activities</b>			
Are the planned activities appropriate for the ages and developmental stages of the children?	<b>1</b>	<b>2</b>	<b>3</b>
Are activities planned that help children solve problems, express ideas, and learn about the real world?	<b>1</b>	<b>2</b>	<b>3</b>
Are daily activity plans posted and followed?	<b>1</b>	<b>2</b>	<b>3</b>
Does the program support early literacy by integrating appropriate activities into children's play?	<b>1</b>	<b>2</b>	<b>3</b>
Do activity plans provide for active and quiet play?	<b>1</b>	<b>2</b>	<b>3</b>
Does the activity plan include an opportunity for music, fingerplays, books, art activities, and outside play?	<b>1</b>	<b>2</b>	<b>3</b>
Is there an opportunity for large group, small group, and individual activities?	<b>1</b>	<b>2</b>	<b>3</b>

## Consumer Information for Quality Child Care and Community Resources

Do activities encourage children to solve problems and think creatively?	<b>1</b>	<b>2</b>	<b>3</b>
Do activities give children opportunities to learn new physical skills?	<b>1</b>	<b>2</b>	<b>3</b>
Are children talked to, read to, and sung to by adults?	<b>1</b>	<b>2</b>	<b>3</b>
Are children taken outdoors daily, if weather permits?	<b>1</b>	<b>2</b>	<b>3</b>
Does the program schedule field trips and have written procedures?	<b>1</b>	<b>2</b>	<b>3</b>
<b>Program Policies</b>			
Does the program have a written statement that describes its philosophy and are you comfortable with it?	<b>1</b>	<b>2</b>	<b>3</b>
Does the program have a parent handbook with policies on discipline, illness, medicine or accidents?	<b>1</b>	<b>2</b>	<b>3</b>
Does the program keep records on children and their development?	<b>1</b>	<b>2</b>	<b>3</b>
Does the staff-to-child ratio meet state standards?	<b>1</b>	<b>2</b>	<b>3</b>
Is the group size small enough so children are not overwhelmed?	<b>1</b>	<b>2</b>	<b>3</b>
Is there a safe sleep policy?	<b>1</b>	<b>2</b>	<b>3</b>
Are there staff benefits? (sick leave)	<b>1</b>	<b>2</b>	<b>3</b>
Is there a plan for substitutes when staff are sick or on vacation?	<b>1</b>	<b>2</b>	<b>3</b>
Does the program have a policy on toilet training?	<b>1</b>	<b>2</b>	<b>3</b>
Does the program have a plan for when a child is bitten?	<b>1</b>	<b>2</b>	<b>3</b>
Does the program have policies and procedures in case of accidents, injuries, or emergencies?	<b>1</b>	<b>2</b>	<b>3</b>
Does the program have a plan and resources for children with special needs?	<b>1</b>	<b>2</b>	<b>3</b>
Are children's families allowed to visit at any time? Is there an open door policy?	<b>1</b>	<b>2</b>	<b>3</b>
Are family members actively involved in the program? (advisory committees, teacher conferences?)	<b>1</b>	<b>2</b>	<b>3</b>
Does the program offer children's accident insurance?	<b>1</b>	<b>2</b>	<b>3</b>
Are families notified if the program is the subject of a pending (active) maltreatment investigation?	<b>1</b>	<b>2</b>	<b>3</b>

## How to do Research on Licensed Child Care Facilities

1. Go to [www.ncchildcare.net](http://www.ncchildcare.net)
2. Click on Search for Child Care.



3. Choose Onslow County. You can add additional information to narrow your search.

Find facilities using 1 of the 2 different methods below.	
<b>Enter license number and click on Submit button:</b>	
All or part of license number*	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	
Or...	
<b>Enter/select one or more of the following and click on Submit button at the bottom:</b>	
All or part of facility's name	<input type="text"/>
City	Any <input type="button" value="v"/>
County	Any <input type="button" value="v"/>
Zip Code (5 digit)	<input type="text"/>
Type of Facility*	<div style="border: 1px solid black; padding: 2px;">                     Any                      Child Care Center                      Family Child Care Home                      Summer Day Camp                 </div>
Permit Type*	Any <input type="button" value="v"/>
Age	From <input type="text" value="Any"/> Through <input type="text" value="Any"/>
Accept Subsidized Child Care?	<div style="border: 1px solid black; padding: 2px;">                     Any                      Yes                      No                 </div>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

**4. You will populate a list based on what additional search criteria.**

The results list provides the following information:

- Facility Name
- Contact Information
- License Type

By clicking the facility name, you will be taken to a detailed report.

The image below is an example of the results list that you will see after submitting your search criteria.

Facility Name	Contact Information	License
<a href="#">Center Name</a>	123 Main St. Raleigh, NC 27604 (919) 555-1234	A License

**5. The image below is an example of the navigational tab bar at the top of the facility report that provides specific information about the facility.**



**Reviewing the Detailed Facility Report**

Simply click the name of the other tabs and you can learn additional information about the facility. Using the tabs, you can obtain:

- **Basic Facility Information:** Information about the facility in general.
- **Licensing information:** General licensing information
- **Special Facility Features:** Features of the facility including additional services the facility provides
- **Owner information:** Information regarding the business owner.
- **DCD Visits:** Site visits that DCD made to the facility: **This will show you any violations and a summary of those violations.**
- **Actions Taken:** If applicable, information about any administrative actions
- **Need More Information:** Assistance in requesting additional information not covered in the web site

**Helpful Hints**

- Bookmark this site in your web browser for quick access in the future.
- Once you've received a list of facilities from your search, print that page if possible.
- Learn more about unfamiliar terms using the site glossary. An asterisk beside any term in the site indicates that the word has a glossary definition. To access this definition, click on the term and the glossary window will pop up. You can also access the glossary at any time by clicking on the glossary link in the Resources Bar.
- The Contact & E-Mail link will get you connected with more help at DCD if you still have questions after completing your search.

### Tips for a Successful Search

- When conducting your search, enter as much information as you know in the search criteria to narrow down your search results. Remember, less criteria provided equals more facilities in your results list!
- Review all of the information given to have a more accurate picture of a facility.
- Use the site glossary and other resource links to better understand facility terminology.
- Once you've narrowed your search to a few facilities, you should make a visit to these facilities and do the following:
  - Talk to the Director
  - Ask about the caregiver's education, experience, and ongoing training
  - Take a tour of the facility
  - Meet the staff
  - Spend time observing the classrooms
  - Inquire about any special features of the facility
  - Ask to see the facility file that contains DCD reporting information
  - If possible, talk to parents who have children enrolled in the facility.