



**Northeastern Carolina Child Care Resource and Referral**  
**1-800-262-8314**

Albemarle Smart Start Partnership	Chowan/Perquimans Smart Start Partnership	Hertford/Northampton Partnership for Children
1403 Parkview Drive	409 Old Hertford Highway	711 East Vance Street
Elizabeth City, NC 27909	Edenton, NC 27932	PO Box 504
252-333-3205	252-482-3030	Murfreesboro, NC 27855
<a href="http://www.albemarlessp.org">www.albemarlessp.org</a>	<a href="http://www.cpssp.net">www.cpssp.net</a>	252-398-4124
		<a href="http://www.hertnorthssp.org">www.hertnorthssp.org</a>

### Disclaimer and Important Information

I understand the names provided by Northeastern Carolina Child Care Resource and Referral are given as **referrals and not recommendations**. Northeastern Carolina Child Care Resource and Referral does not license or regulate child care facilities and cannot make recommendations about quality. I understand that this is a free service and any information I share is confidential and will not be shared with anyone.

All programs referred by Northeastern Carolina Child Care Resource and Referral are licensed by the North Carolina Division of Child Development and Early Education or are legally exempt from licensing. Licensed programs have to meet minimum health and safety standards and are visited at least once a year by the North Carolina Division of Child Development and Early Education to ensure they are following regulations.

#### The Star Rated License

The North Carolina Division of Child Development and Early Education uses the Star Rated License to license the centers and family child care homes in North Carolina. It is used as a way to recognize a child care provider's extra efforts to provide quality child care. A child care facility receives anywhere from one to five stars. One star means that the child care facility has met North Carolina's minimum requirement to open. Child care centers open with a Temporary license and family child care homes open with a one star license. After six months, they can voluntarily apply for more stars.

The star rating is based on **staff education** and **program standards**. For staff education, the child care facility has to meet mandatory educational requirements but can receive more points for having more education and experience in early childhood areas. A child care facility can receive a maximum of seven points in staff education.

For program standards, the child care facility's environment is assessed. The North Carolina Division of Child Development and Early Education considers issues such as making sure children have enough space inside and outside, staff/child interactions, making sure the children have interest areas set up and having enough materials available, and good health practices. A child care facility can receive a maximum of seven points in program standards.

A child care facility may also receive a quality point for having enhanced standards in staff education or program standards.

Child care facilities must meet a minimum requirement of 75% for compliance history, where the North Carolina Division of Child Development and Education checks records for licensing violations that have occurred in the past three years.

Religious sponsored child care programs are not required to obtain a star rating. They can operate with a Notice of Compliance. These programs must still meet minimum health and safety requirements.

Star Rated License Point Break Down	
★	1-3 Points
★★	4-6 Points
★★★	7-9 Points
★★★★	10-12 Points
★★★★★	13-15 Points

### Quality Indicators

Northeastern Carolina Child Care Resource and Referral encourages you to call each referral you receive and verify there is still a vacancy available in your child’s age group. You should also verify that the schedules, fees, and group sizes meet your family’s needs. If you are pleased with your telephone interview, schedule a visit to see the environment. It is best to visit several times before making your choice. Below is a list of quality indicators that you can look for during your visits. These quality indicators will help keep your child safe while he or she is in child care.

1. **Staff- Child Ratio and Group Size:** You want your child to get plenty of individual attention. This is especially important for infants and toddlers who require more one-on-one nurturing. The fewer the children there are for each adult, the better it is for the child. Licensing also limits the number of children in care. Smaller groups are usually safer and calmer, so you should ask how many children are grouped together. Children learn more and socialize better in smaller groups where caregivers can provide more individual attention.

Ratios and Group Size in Licensed Child Care Centers		
Age	Adult:Child Ratios	Maximum Group Size
0-12 Months	1:5	10
12-24 Months	1:6	12
2 Years	1:10	20
3 Years	1:15	25
4 Years	1:20	25
School-Age	1:25	25

Family child care homes are licensed for a maximum of eight children: five (5) children birth-five years old and three (3) school-age children

2. **Caregiver Turnover and Education:** When caregivers come and go, it makes it hard on your child. Children do best when they can stay with the same caregiver for at least one year. Adults who have training in early childhood education provide higher quality programs and offer age-appropriate activities that better prepare children for school. Adults trained in CPR/First Aid will be able to hand emergencies and react appropriately if your child has a medical emergency. When adults continue to receive early childhood training, they will know newest research in child development.

3. **Family Involvement:** Your family involvement should be welcomed and encouraged. You can ask about different ways you can stay involved. You want to choose a place that will keep you informed about what happens with your child during the day. There should be an open door policy where you are able to visit at any time.
4. **Health and Safety:** When you look around, the space should be clean and hazard free (inside and outside). The children should be supervised at all times. Babies should sleep on their backs. There should be frequent hand washing. There should be emergency plans in place along with regular fire and tornado drills. The teachers should have their CPR/First Aid up-to-date.
5. **Accreditation:** National accreditation means that a child care facility has successfully met standards of higher quality on a national scale. Examples of accreditation include the National Association for the Education of Young Children Accreditation (usually for child care centers), the National Association for Family Child Care (for family child care homes), and the National AfterSchool Association (for school-age programs).
6. **Interactions:** When teachers are warm and respectful to children, those children are more likely to develop positive relationships with their peers. Children should be greeted warmly. They should be comforted if they are in distress. Teachers should smile, maintain eye contact and get to know each child individually.
7. **Developmentally Appropriate Activities/Curriculum:** Developmentally appropriate activities are activities that are not too hard for children, but they are also not too easy. These activities will focus on fine motor skill (like cutting) and large motor skills (like running). Child care facilities should have age appropriate materials. There should be a variety of books available to the children and they should be read to daily. In a developmentally appropriate environment, children should be allowed to make choices and have access to quiet activities and active play every day.

If I have any complaints, questions, or concerns about Northeastern Carolina Child Care Resource and Referral's referral service or any questions about my child care needs, I can call 252-333-3205 or 1-800-262-8314 (toll free).

If I want to file a complaint about a child care facility, I can call the North Carolina Division of Child Development and Early Education at 1-800-859-0829 (in North Carolina) or 919-662-4499 (outside North Carolina) or visit [www.ncchildcare.nc.gov](http://www.ncchildcare.nc.gov).

Types of Care Available in Our Area

Type of Care	Description
Child Care Center	Care is offered in a facility rather than in a home where the children are grouped together by their ages. Child care centers are usually open all year and are in central locations, but usually do not have evening or weekend hours.
Family Child Care Home	Care is offered in a caregiver's home for a mixed age group of children. This is a more home-like setting and may have more flexible hours, but you may have to arrange substitute care if the caregiver is sick.
Part-Day Preschool	Care is offered for less than a full day for children 2-5 years old and can be found in places such as a center or a church. This arrangement is usually for child socialization but only offers part time hours with no after care available.
Other	This includes, but is not limited to Head Start, North Carolina Pre-K Programs, School-Age Programs, and Summer Day Camps.