

Chapter 2: STAFF

Purpose Of These Requirements

Staff qualifications and training requirements are essential for adults who interact with and teach children. These requirements protect children in child care facilities by ensuring these facilities provide a physically safe and healthy environment where the developmental needs of children are being met and where children are cared for by qualified staff. Staff qualifications and training requirements are important for several reasons.

- Research demonstrates that college level coursework in early care and education has been shown to have measureable, positive effects on the quality of child care.
- Knowledge of brain development stages and learning methods enhances staff member's ability to work with young children appropriately and to the full benefit of the child.
- Knowledge of infectious diseases, methods of transmitting and prevention techniques reduces the spread of disease among children.
- Knowledge of injury prevention measures controls known risks and reduces injuries among children.
- Basic first aid is essential to respond quickly to injuries and emergencies.
- Management skills and training are essential for administrators to make sure there is an efficient, safe, and motivated environment for all staff in the child care facility.
- Knowledge of up-to-date training and resources on health and safety in child care settings makes a staff member's job easier as well as increase the level of care for children.

Definitions

Article 7, Chapter 110 of the North Carolina General Statutes and Section .0100 of the Child Care Rules defines the following staff members in a child care center:

Child Care Administrator: A person who is responsible for the operation of a child care center and is on-site on a regular basis as defined by the North Carolina Child Care Commission.

Lead Teacher: An individual who is responsible for planning and implementing the daily program of activities and is in charge of a group of children in a child care center.

Teacher: A person that assists the lead teacher in planning and implementing the daily program and at times is in charge of a group of children in the child care center.

Teacher's Aide: A person who assists the lead teacher or teacher in implementing the daily program and is supervised at all times while with a group of children in the child care center.

Substitute: Any person who temporarily assumes the duties of a regular staff person for a time period not to exceed two consecutive months.

Volunteer: A person who works in a child care center and is not monetarily compensated by the center.



This chapter refers to several forms. A copy of each form is available in the resource section. In addition most of these forms are available on the Division of Child Development's web site at www.ncchildcare.net under Provider Documents.



Professional development resources have been created by the North Carolina Interagency Coordinating Council (NCICC) Professional Education Committee. Based on an analysis of requirements, standards, and needs in nine key source documents, the NCICC Professional Education Committee has identified top priorities for personnel serving young children. Use this information to plan and prioritize professional development for you and your staff.

- Professional Education for Personnel Serving North Carolina's Young Children (0-5)
www.ncei.org/ei/icc/pdf/PECpriorities2007_2009.pdf
- What do personnel serving young children need to know?
www.ncei.org/ei/icc/pdf/PECpersonnel.pdf



To assist with creating and maintaining staff files refer to the **Staff File Checklist** in the resource section.



North Carolina is the first in the nation to increase its workforce professional development standards by certifying the education of those who work with, intend to work with, and/or work on the behalf of children ages birth to twelve. For more information refer to the handouts titled, **Early Education Certification (EEC) the Next Step in Professionalizing the Field** and **EEC Frequently Asked Questions**, located in the resource section.





Two informational handouts are available for administrators on **Suggestions for Preventing Child Abuse and Child Neglect In Your Child Care Facility** and **Pointers for Reducing the Likelihood of Incidents of Child Abuse or Neglect in Child Care Settings**. Refer to the resource section for key pointers to assist you in preventing the likelihood of child abuse or neglect occurring in your child care setting.

SECTION 1: PRESERVICE REQUIREMENTS FOR ADMINISTRATORS

Preservice requirements are those that must be met prior to assuming a position in a child care center. Every child care center must have someone who takes responsibility for the administration of the program and the overall care of the children.

NC GENERAL STATUTE 110-91(8) Administrator Age

 All administrators must be at least 21 years of age.









- The administrator may be the owner/operator or someone hired to work on-site and be responsible for the day to day operation of the center.
- Date of birth must be documented on an Application for Employment form to verify that an administrator is at least 21 years of age.
-  A sample **Application for Employment** form is located in the resource section.
-  Operators are encouraged to conduct a check of new or existing employees using the Department of Social Services Responsible Individuals List (RIL) of abuse and serious neglect cases. The RIL is used to identify parents, guardians, caretakers, or custodians that have been identified as responsible individuals in substantiated cases of abuse or serious neglect. Information from the RIL is available only to authorized persons for the sole purpose of determining current or prospective employment or fitness to provide care for children. The request for information from the RIL must be in writing and is available at <http://info.dhhs.state.nc.us/olm/forms/dss/dss-5268-ia.pdf> and in the resource section. The new or existing employee does have to sign this form to allow the information to be released to the operator.

NC GENERAL STATUTE 110-91(8)


North Carolina Early Childhood Administration Credential (NCECAC)

- ★ All administrators must have, or complete, at least a Level I NCECAC or its equivalent as determined by the Division of Child Development.
- ★ All administrators must begin work towards a NCECAC or its equivalent within 6 months of assuming the duties of administrator.
- ★ All administrators must complete a NCECAC or its equivalent within 2 years.

- ☑ Award of the NCECAC or its equivalent is based on completion of early childhood administration coursework, early childhood education coursework, and documentation of specific portfolio assignment requirements.
- ☑ TO APPLY TO QUALIFY AS AN ADMINISTRATOR: An administrator must submit education and equivalency (E&E) forms provided by the Division, with documentation of completion of the requirements.
- ☑ Administrators may qualify through three different levels of the NCECAC or its equivalency. They are:
 - Level One – Meets minimum requirements
 - Level Two – Meets voluntary enhanced standards
 - Level Three – Meets voluntary enhanced standards
- ☑ Each level has specific requirements for early childhood education coursework, administration coursework, and portfolio assignments.
- ☑ TO TEST OUT OF COURSEWORK: An administrator must submit a request to test out of administration coursework on a form provided by the Division.
- ☑ To be awarded a Level I Credential, a person must have the following education and activities:
 - Successfully complete EDU 261 – Early Childhood Administration I, and EDU 262 – Early Childhood Administration II, at a local community college
 - Successfully complete an additional 7 semester hours of early childhood or child development coursework at a community college or university
 - Complete 6 portfolio assignments

-  There are other combinations of education and experience that can be used as an equivalent to the above Level I requirements. The Child Care Workforce Standards Section of the Division can assist you with these options.
-  Test registration information is available at www.ncchildcare.net.
-  Copies of E&E forms can be found on the Division's website at www.ncchildcare.net under Providers / Provider Documents and in the resource section.
-  Complete the **Workforce Change of Information (COI) Form** when you need to update identifying information or educational qualifications. Refer to the copy in the resource section for further information on the use of this form.
-  Refer to the informational handout on the **North Carolina Early Childhood Administration Credential (NCECAC)** in the resource section.
-  Refer to the **Guidelines to Education Evaluations for Child Care Providers** in the resource section.
-  Refer to the **Child Care Workforce Education Evaluation: Criteria and Policy** in the resource section.
-  Programs wishing to have an administrator who is eligible for the most points in education standards for a Two-Five Star Rated License will want to know which level they have received. The level of an administrator's qualification will determine the number of points you will receive in administrator education standards. Refer to Chapter 17 – Star Rated License for details.

NC GENERAL STATUTE 110-91(8) Submitting NCECAC Paperwork

-  Within six months of an individual assuming child care administrator duties, each center must submit the information in the individual's staff record regarding status of NCECAC completion.

- ☑ An administrator must submit an education and equivalency (E&E) form to the Child Care Workforce Standards Section of the Division.
- ☑ ITEMS TO INCLUDE IN THE STAFF FILE TO DOCUMENT STATUS OF NCECAC OR ITS EQUIVALENCY:
 1. a copy of notification from the Division that the individual meets administrator qualifications through award of the NCECAC or its equivalent
 2. if the individual has not yet met the requirements then copies of any of the following paperwork should be on file:
 - education and equivalency form
 - official transcripts
 - enrollment in coursework
 - test registration forms
 - portfolio assessment forms
- 📄 Copies of E&E forms can be found on the Division’s website at www.ncchildcare.net under Providers / Provider Documents and in the resource section.

CHILD CARE RULE .0704

Preservice Requirements for Administrators Without a NCECAC or its Equivalent

- ★ All administrators must have a high school diploma or its equivalent and one of the following:
 - two years of full-time verifiable work experience in a licensed child care center or early childhood work experience; or
 - an undergraduate, graduate, or associate degree, with at least 12 semester hours in child development, child psychology, early childhood education or directly related field; or
 - a Child Development Associate Credential or completion of a community or technical college curriculum program in the area of child care or early childhood; or
 - one year of full-time verifiable child care or early childhood work experience and a North Carolina Early Childhood Credential (NCECC).
- AND**
- ★ Verification of having successfully completed, or be currently enrolled in, 2 semester credit hours, or 32 clock hours, of training in the area of early childhood program administration.
- OR**
- ★ Have one year experience performing administrative duties.

- ☑ Two persons may share the position of administrator if one person meets the education and child care experience requirements (this person must be on-site and responsible for planning and implementing the daily program at the center) and the other meets the administrative experience requirements.
- ☑ If two people share the position, the person meeting the education and child care experience portions must be the one to earn the NCECAC or its equivalent.
- ☑ Experience must have been in a licensed child care facility or recognized early childhood environment.
- ☑ A directly related field may include child psychology, elementary education, special education, or human growth and development, which includes appropriate early childhood education/child development coursework.
- ☑ Administrative experience must have included the responsibility to recruit, hire, train, supervise, evaluate and dismiss staff. This experience does not have to have been in the field of child care.

SECTION 2: THE ADMINISTRATOR’S ROLE

There must be an administrator on-site at the child care center for a certain number of hours per week.

CHILD CARE RULE .0714

On-site Hour Requirements for the Administrator

- ★ Each child care center must have an administrator on-site on a regular basis.
- ★ The number of hours is based on the licensed capacity of the center.

- ☑ The administrator is responsible for monitoring the program and overseeing administrative duties of the day-to-day operation of the center.
- ☑ Administrative duties might include conducting staff orientation and training, talking with parents, hiring, scheduling, and record keeping.
- ☑ The hourly requirements for an on-site administrator are based on an administrator’s normal working schedule and may include times when the administrator may be off-site due to administrative duties, illness, or vacation.

| Center Licensed for: | Hours On-Site: |
|-----------------------------|-----------------------|
| less than 30 children | 20 hours per week |
| 30 to 79 children | 25 hours per week |
| 80 to 199 children | 30 hours per week |
| 200 or more children | 40 hours per week |


SECTION 3: PRESERVICE REQUIREMENTS FOR LEAD TEACHERS

Every group of children in a child care center must have someone who takes responsibility for planning and implementing the daily program.

CHILD CARE RULE .0703




Lead Teacher Age

 All lead teachers must be at least 18 years of age.







- Date of birth must be documented on an Application for Employment form to verify that the lead teacher is at least 18 years of age.
-  An **Application for Employment** form is located in the resource section.
- No one under 18 years of age may have full responsibility for or be left in charge of a group of children.

NC GENERAL STATUTE 110-91(8) & CHILD CARE RULE .0703


North Carolina Early Childhood Credential (NCECC)



-  All lead teachers must have, or complete, the NCECC or its equivalent.
-  All lead teachers must begin work towards a NCECC or its equivalent within 6 months of assuming the duties of lead teacher.
-  All lead teachers must complete a NCECC or its equivalent within 18 months.

- Award of the NCECC is based on completion of specific early childhood coursework EDU 119 – Introduction to Early Childhood Education, or EDU 111 and EDU 112 at a local community college.
- There are other combinations of education that can be used as an equivalent to the NCECC. The Child Care Workforce Standards Section of the Division can assist you with identifying these options.

-  TO APPLY TO QUALIFY FOR LEAD TEACHER STATUS: Lead Teacher must submit an education and equivalency (E&E) form provided by the Division, with documentation of completion of requirements, or how the individual plans to complete.
-  A summary handout of the **Lead Teacher Equivalency Options** is located in the resource section.
-  Refer to **Guidelines to Education Evaluations for Child Care Providers** in the resource section.
-  Refer to the **Child Care Workforce Education Evaluation: Criteria and Policy** in the resource section.
-  Copies of E&E forms can be found on the Division’s website at www.ncchildcare.net under Providers / Provider Documents and in the resource section. This form only needs to be submitted to the Division once.
-  Complete the **Workforce Change of Information (COI) Form** when you need to update identifying information or educational qualifications. Refer to the copy in the resource section for further information on the use of this form.

NC GENERAL STATUTE 110-91(8) & CHILD CARE RULE .0703
Submitting NCECC Paperwork

 Within six months of an individual assuming child care lead teacher duties, each center must submit the information in the individual’s staff record regarding status of NCECC completion.

-  A lead teacher must submit an education and equivalency (E&E) form to the Child Care Workforce Standards Section of the Division.
-  ITEMS TO INCLUDE IN THE STAFF FILE TO DOCUMENT STATUS OF NCECC OR ITS EQUIVALENCY:
 1. A copy of notification from the Division that the individual meets lead teacher qualifications through award of the NCECC or its equivalency
 2. If individual has not yet met qualifications, then copies of any of the following paperwork must be on file:
 - education and equivalency form
 - original transcripts
 - national certificates

- enrollment in coursework



Copies of the E&E form can be found on the Division’s website at www.ncchildcare.net under Providers / Provider Documents and in the resource section.

CHILD CARE RULE .0710

Preservice Requirements for Lead Teachers Without a NCECC

- ★ All lead teachers must have a high school diploma or its equivalent and have one of the following:
 - One year experience in a licensed child care center or two years experience as a licensed family child care home operator
 - Successful completion of a two year high school program of Child Care Services Occupational Home Economics
 - Twenty hours of training in child development taken in the first six months of employment

☑ In order for a person’s work experience to count towards meeting the preservice requirements, it must have been in a licensed child care program or other legally operated child care arrangement.

☑ Foreign transcripts and/or degrees must be evaluated by an international education evaluation service to determine how they compare to U.S. education standards. These services can be found through an internet search for international education evaluators. A copy of this evaluation should be submitted to the Child Care Workforce Standards Section. A translation from the original language to English is not sufficient. The evaluation must detail the specific degree or education awarded and gives a breakdown in U.S. standards of the courses and the semester credit hour value. This includes a high school diploma or its equivalent, or any other coursework that is from a foreign country.

📁 The resource section includes a handout on **Guidelines to High School Diplomas and Equivalents**.

★ Programs wishing to be eligible for the most points in education standards for a Two-Five Star Rated License will need lead teachers with additional education and experience. Refer to Chapter 17 – Star Rated License for details on voluntary enhanced standards for education.

SECTION 4: THE LEAD TEACHER'S ROLE

CHILD CARE RULE .0714 On-Site Hour Requirements



There must be a lead teacher present with each group of children for at least two-thirds of the total daily hours of operation, based on a normal working schedule.

- This requirement can be met by having one or more persons who meet the requirements for a lead teacher responsible for the same group of children.
- Hours of attendance required for lead teachers are based on a normal working schedule and may include times when the lead teacher may not be in attendance due to circumstances such as illness or vacation.
- A lead teacher can only be responsible for one group of children at a time.
- A group of children can be a classroom or a segment of a classroom as selected by the operator that does not exceed the maximum group size for the age of the children in attendance.
- Groups are determined by the group size requirements associated with staff-child ratios for each age group and space requirements for individual classrooms.



Can you explain how many hours per day a lead teacher would have to be with a group of children if the center is open from 6:30 am – 6:00 pm?

In this case, the center's total daily operating hours is 11 ½ hours. Therefore, someone meeting the requirements for a lead teacher would have to be with EACH group of children for at least 8 hours per day.

Here is how this is calculated:

$$11\frac{1}{2} \times \frac{2}{3} = 7.6 \text{ (Round up to 8) or } 11.5 \times .666 = 7.659 \text{ (Round up to 8)}$$

SECTION 5: PRESERVICE REQUIREMENTS FOR TEACHERS









Whenever more than one staff member works with a group of children, the person that is responsible for assisting the lead teacher and at times is left in charge of the group is considered a teacher.

CHILD CARE RULE .0710

Preservice Requirements for Teachers Without a NCECC

- ★ All teachers must be at least 18 years of age.
- ★ All teachers must have a high school diploma or its equivalent and have one of the following:
 - One year experience in a licensed child care center or two years experience as a licensed family child care home operator;
 - Successful completion of a two year high school program Child Care Services Occupational Home Economics; or
 - Twenty hours of training in child development that is taken within the first six months of employment.

- Date of birth must be documented on an Application for Employment form to verify a teacher is at least 18 years old.
- The twenty hours of child development training are in addition to the number of annual in-service training hours required for all staff.
- In order for a person's work experience to count towards meeting the preservice requirements, it must have been in a licensed child care program or other legally operating child care arrangement.
- Foreign transcripts and/or degrees must be evaluated by an international education evaluation service to determine how they compare to U.S. education standards. These services can be found through an internet search for international education evaluators. A copy of this evaluation should be submitted to the Child Care Workforce Standards Section. A translation from the original language to English is not sufficient. The evaluation must detail the specific degree or education awarded and give a breakdown in U.S. standards of the courses and the semester credit hour value. This includes a high school diploma or its equivalent, or any other coursework that is from a foreign country.
- If a person does not meet the qualifications for a teacher, they cannot be left alone with the children and must work as an aide until they meet the qualifications.


-  An education and equivalency (E&E) form is used for documenting teacher/non lead teacher qualifications and for making an application for the equivalency options. All teachers/non lead teachers should complete and submit this form to the Division’s Child Care Workforce Standards Section within six months of hire date.
-  An **Application for Employment** form is located in the resource section.
-  The resource section includes a handout on **Guidelines to High School Diplomas and Equivalents**.
-  Refer to **Guidelines to Education Evaluations for Child Care Providers** in the resource section.
-  Refer to the **Child Care Workforce Education Evaluation: Criteria and Policy** in the resource section.
-  Copies of the E&E forms can be found on the Division’s website at www.ncchildcare.net under Providers / Provider Documents and in the resource section. This form only needs to be submitted to the Division once.
-  Complete the **Workforce Change of Information (COI) Form** when you need to update identifying information or educational qualifications. Refer to the copy in the resource section for further information on the use of this form.
-  Programs wishing to be eligible for the most points in education standards for a Two-Five Star Rated License will need teachers with additional education and experience. Refer to Chapter 17 – Star Rated License for details on voluntary enhanced standards for education.

SECTION 6: PRESERVICE REQUIREMENTS FOR AIDES

A teacher’s aide is a person who assists the lead teacher or teacher in implementing the daily program and is supervised at all times while with a group of children. Whenever more than one staff member works with a group of children, the person who is responsible for assisting the lead teacher or teacher must meet the following requirements.

CHILD CARE RULE .0710
Preservice Requirements for Teacher’s Aides

-  All aides must be at least 16 years of age.
-  All aides must be literate.

- ☑ Literate is defined as understanding licensing requirements and having the ability to communicate with family and relevant emergency personnel. For example, a staff person must be able to read and write English well enough to carry out all of the daily responsibilities of the position, including being able to read information on a medicine bottle, or being able to read written instructions from a parent or health care professional.
- ☑ Date of birth must be documented on an Application for Employment form to verify the teacher's aide is at least 16 years old.
- ☑ All teachers' aides must be directly supervised at all times by someone who meets the requirements for a lead teacher or teacher.
-  An **Application for Employment** form is located in the resource section.

CHILD CARE RULE .0711


Preservice Requirements for Other Staff






- ★ Any person whose job responsibility includes driving a vehicle to transport children, including any substitute driver, must meet transportation requirements in Rule .1003.
- ★ Non-caregiving staff or any person providing support to the operation of the program must be at least 16 years of age and meet the requirements for the local health department for food handlers, if applicable, when duties are related to food preparation or food service.

- ☑ Contract people such as the music instructor who comes to the facility to teach children and contracts directly with the parent can be left alone with the children if they are in unlicensed space. The parent must sign a permission slip for this to occur. This applies even if the unlicensed space is on the premises of the facility such as a church sanctuary or the center parking lot. If the contract person is in licensed space then whether or not the parent pays or gives permission for the contract people to be left alone with the children for the service all child care requirements apply including staff-child ratios, supervision and staff qualifications.

SECTION 7: PUBLIC SCHOOL STAFF

REQUIREMENTS FOR STAFF EDUCATION AND EXPERIENCE

 Staff in the Department of Public Instruction programs is deemed to meet or exceed all minimum licensing requirements in the child care rules.

-  Verification of education and experience does not have to be presented to the Division for the issuance of a Temporary License or for one point in education standards for the issuance of a Star Rated License.
-  Any public school program wishing to earn more than one point in education standards for the issuance of a Star Rated License will be required to submit verification of staff member's education and experience using forms developed by the Child Care Workforce Standards Section of the Division.
-  Once a public school program request to be assessed for a Star Rated License and more than one point in education standards, all of the preservice requirements discussed in this chapter will be monitored and must be met for all staff working with children in the program.
-  Refer to Chapter 17 – Star Rated License for staff education requirements for a Star Rated License.
-  A copy of the **Public School Preschool Staff Education Form for Administrators** and **Public School Preschool Staff Education Form for Teacher/Teacher Assistant** is located in the resource section and also available on the Division web site www.ncchildcare.net under Providers / Provider Documents.

SECTION 8: SUBSTITUTES AND VOLUNTEERS

A substitute is any person who temporarily assumes the duties of a staff person for a time period not to exceed two consecutive months. All of the following requirements apply to this person. A volunteer is a person who works in a child care facility and is not monetarily compensated by the facility.

CHILD CARE RULE .0702 Requirements for Substitutes

 All substitutes must be at least 18 years of age and literate.

- ☑ Date of birth must be documented on an Application for Employment form to verify the substitute is at least 18 years of age.
- ☑ Literate is defined as understanding licensing requirements and having the ability to communicate with family and relevant emergency personnel. For example, a staff person must be able to read and write English well enough to carry out all of the daily responsibilities of the position, including being able to read information on a medicine bottle, or being able to read written instructions from a parent or health care professional.
- ☑ A substitute must be at least 18 years of age if they are left in charge of a group of children.
- ☑ A substitute may only fill in for a regular staff member for two months. After this time, a qualified person must be hired.
- 📁 A copy of the **Application for Employment** form is located in the resource section.

**CHILD CARE RULE .0702 & .0703
Requirements for Volunteers**


- ★ No one under 18 years of age can have full responsibility for or be left in charge of a group of children.
- ★ A volunteer who is at least 13 years of age, but less than 16 years of age, may work in a child care center on a volunteer basis, as long as he or she is supervised by and works with a required staff person who is at least 21 years of age, and also meets the health standards found in Rule .0702 for volunteers.
- ★ No one younger than 16 years old can be left alone with children nor counted toward meeting the required staff-child ratio.

- ☑ Date of birth must be documented on an Application for Employment form to verify the substitute is at least 18 years of age.
- 📁 A copy of the **Application for Employment** form is located in the resource section.

SECTION 9: CRIMINAL RECORD BACKGROUND CHECKS FOR STAFF

Article 7, Chapter 110, Section 90.2 of the NC General Statutes requires criminal record checks for all child care operators, caregivers and other staff members in a licensed or regulated child care facility.


NC GENERAL STATUTE 110-90.2 Mandatory Child Care Provider Criminal Record Checks


 A criminal history check must be conducted on all persons who provide child care in a licensed or regulated child care facility.





What must be done?


1. All staff members must receive and complete the Child Care Mandatory Notice Criminal History Check and Prior Conviction/Pending Indictment Statement form. This form must remain in the employee's personnel file and is not to be mailed to the Division.
 2. There are specific items that need to be completed for submission to the Division of Child Development.
 - Local criminal history check report from the clerk of superior court
 - 1 completed fingerprint card
 - Identifying information form (often called the bubble sheet form) with signed Authority for Release of Information Statement
- The local criminal history check report must be a certified, original copy from the Clerk of Court's office in the applicant's county of residence. This local criminal history check must be done within 90 days of the date the forms are mailed to the Division.
 - Staff members must submit one local criminal history check from all counties where the person has resided during the previous 12 months, including counties in another state.
 - A fingerprint card must be completed using SBI form FD-258 for a State Bureau of Investigation (SBI) check. If the person has not lived in North Carolina for the last five (5) consecutive years, a state (SBI) and national (FBI) check will be completed.
 - Fingerprints may also be submitted via Live Scan technology. Call the Department of Health and Human Services Criminal Record Unit at 919-773-2856 or 1-800-859-0829 (in State calls only) for details.
 - The Authority for Release of Information Statement must be signed by each staff member. The statement is found on the back of the Identifying Information Sheet (bubble sheet).


 A sample **Child Care Provider Mandatory Notice Criminal History Check with Prior Conviction/Pending Indictment Statement** is located in the resource section. Instructions for the Mandatory Notice Statement can be found on the back of this form.


 A **sample fingerprint card** is available in the resource section. Instructions for completing the fingerprint card are located on the back of this form.


 **Criminal Record Background Check Basic Instructions** (Including forms and approved county list for electronic printing) and **Supplemental Instructions for Potential Owner/Operator of a Licensed Child Care Facility or Religious Sponsored Child Care Facility** are available in the resource section.


 Additional forms are required for Live Scan technology (electronic fingerprinting). Refer to the **Applicant Information** form and **Electronic Fingerprint Submission Release of Information** form in the resource section for details.


 Most of the forms listed above are also available on the Division's website at www.nccildcare.net. Click on the DHHS Criminal Record Checks tab.

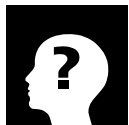
 Staff in public school programs that had a background check conducted at the time of their employment with the school system will not have to complete a separate background check for the Division.

 The public school system must verify that a background check was conducted for all staff.


 The school must record the information on background checks on the **Criminal Record Check Verification** form that is available in the resource section. This form must be submitted to the address located at the bottom of the form.

 If the school system has a current employee that has never had a background check completed, one must be completed according to the school system's current procedures prior to the issuance of a license.




 If the school system does not currently require any type of background checks, the check must be conducted by the Division according to the child care law and rules outlined within this chapter.



For the purpose of criminal record checks only, who is considered a staff member?

- Staff members include owners, administrators, lead teachers, teachers, teacher’s aides, cooks, substitutes, van drivers, and others in contact with the children on a regular basis. It also includes the chief executive officer (CEO) or other person serving in like capacity designated by the CEO as responsible for the operation of the facility as well as the person signing the Letter of Intent for religious sponsored child care programs.
-  Staff in a licensed public school program may consist of the administrator, teachers, teacher’s assistants, program coordinators, and group leaders assigned to groups of children. Staff may also include substitutes and volunteers that work in the school and are counted in the required staff-child ratios for the licensed public school program. It would not include auxiliary staff members such as Art, Gym, or Music teachers, even if they were counted in the staff-child ratios.

CHILD CARE SECTION .2700
Requirements for Criminal Record Checks

-  Substitutes who work more than five days at a center must submit a background check. The five days are cumulative rather than consecutive.
-  Copies of all background check forms must be kept in the employee’s file until the qualification letter is received.
-  Forms must be completed within five (5) business days of the fifth day working at a child care center and submitted to the Division within three (3) business days of receipt by employer.

- Completed forms for each new staff member must be submitted to the Division no later than eight (8) business days after beginning work.
- The Division will not accept an incomplete packet or items mailed separately.
- HH** -Even though volunteers are not required by the Criminal Record Check law to submit a background check, an operator may want to request a local criminal history check to review.
- Pending charges or a conviction does not mean the Division will automatically disqualify the individual.

- ☑ If an individual has a conviction, has a pending charge or indictment, is under deferred prosecution, received a Prayer for Judgment, or is on probation for a crime, he or she may submit additional information to the Division for consideration.
- ☑ Even if the Division qualifies an individual with a conviction, the operator can still choose not to hire or continue to employ the individual if that is their policy.
- ☑ If a new employee is hired and he/she has already received a “Qualification Letter” while working at another child care center and it is less than 12 months old, only a new local history check and a new Identifying Information Sheet need to be submitted.
- ☑ If the Qualification Letter is more than 12 months old, the entire criminal background check process must be completed.
- ☑ All child care operators, staff members, and household members that remain at the facility for three (3) consecutive years after qualification must submit a form provided by the Division for a modified criminal record check on each three (3) year anniversary date of employment.
- 📁 Refer to the **Criminal Record Background Check Basic Instructions for Regulated Programs** for information on completing a three year re-check for qualification.
- 📁 Use the **Checklist for Child Care Providers** to assist in submitting criminal record check documents to the Division.
- 📁 Use the **General Information for Child Care Providers** summary and post as a reference.

GENERAL STATUTE 110-91(8)

★ No person can be an operator of nor be employed in a child care facility who has been convicted of a crime involving child neglect, child abuse, or moral turpitude, or who is an habitually excessive user of alcohol or who illegally uses narcotic or other impairing drugs, or who is mentally or emotionally impaired to an extent that may be injurious to children.

- ☑ No staff member, caregiver or administrator of any facility shall be under the influence of alcohol, illegal drugs or prescription drugs not prescribed for that person.
- HH – Child care operators should consider conducting random drug testing.
- HH – The Division conducts criminal history checks every 3 years. Operators may request staff to provide a local criminal record check annually or as needed.

SECTION 10: HEALTH REQUIREMENTS FOR STAFF

Any person seeking a position with a child care center must meet medical and health standards.



For the purpose of health standards only, who is considered a staff member?


- The staff of a child care center may consist of the administrator, lead teachers, teachers, teacher’s aides, cooks, transportation personnel, and any other persons who come in contact with the children on a regular basis. This also includes any substitutes and volunteers that work in a center and are counted in the required staff-child ratios.




CHILD CARE RULE .0701 Initial Health Standards for Staff

- ★ All staff must have on file within 60 days of the date of employment, a statement signed by a licensed physician or an authorized health professional under his/her supervision, that indicates that the person is emotionally and physically fit to care for children.

- ☑ The medical statement must indicate the person is emotionally and physically fit to care for children.
- ☑ The medical statement must be on file at the child care center within 60 days of the staff member's date of employment at the center.
- ☑ It is a good policy to have a regularly scheduled review and update of these forms to make sure you have the most recent information on each staff.
- 📁 A sample **Staff Medical Report** is located in the resource section.
- 🔔 For licensed public school programs, the Division will accept a copy of a medical statement that was completed at the time of employment or one that has been completed at some time during employment with the public school system.
- 🔔 The medical report does not have to be kept on-site at the licensed program. However, the **Public School Off-Site Records Verification form** must be on-site that identifies the storage location, name, and contact information of the individual responsible for maintaining the record, and a statement that the record is on file and contains the appropriate information. This form is available in the resource section.

CHILD CARE RULE .0701
Initial Health Standards for Staff

 A test showing each employee, including the administrator, to be free of active tuberculosis is required prior to employment.


- The TB test must show the person is free of active tuberculosis.
- TB test results must be on file at the center on the first day the staff member (including substitutes or volunteers) begins work at the center.
- TB test results must be less than 12 months old at the time of employment.
-  A sample **Tuberculosis (TB) Test** form is located in the resource section.
-  For licensed public school programs, the Division will accept a copy of a negative TB test result that was completed at the time of employment or one that has been completed at some time during employment with the public school system.
-  The TB test results do not have to be kept on-site at the licensed program. However, the **Public School Off-Site Records Verification form** must be on-site that identifies the storage location, name, and contact information of the individual responsible for maintaining the record, and a statement that the record is on file and contains the appropriate information. This form is available in the resource section.


CHILD CARE RULE .0701
Initial Health Standards for Staff

 All staff must have emergency medical care information on file.


- Emergency medical care information must be on file at the center on the first day the staff member begins work at the center.
- The emergency medical care information must include emergency contact information for the person.
- Emergency information must include:
 1. Name, address, telephone number of a person to contact in case of emergency

2. Health care provider of choice for the staff member
3. Hospital choice for the staff member
4. Chronic illnesses and medications currently being taken by staff member
5. Other information that may impact safe medical treatment for the staff member in case of emergency.


 A sample **Emergency Information on Staff (top half) and Health Questionnaire (bottom half)** form is located in the resource section.


 The emergency medical care information for public school staff **MUST** be kept on-site at the licensed public school program.

CHILD CARE RULE .0701
On-going Health Standards for Staff

 Each staff member must submit annually a health questionnaire giving information about the status of his/her health.




- The health questionnaire must be completed once a year for every staff member after the first year of employment.
- The health questionnaire must be on forms supplied by the Division.
- The Division can request a medical or health questionnaire to be completed at any time when there are concerns with the status of a staff member’s health.


 A sample **Emergency Information on Staff (top half) and Health Questionnaire (bottom half)** form is located in the resource section.

 After the first year of employment and/or licensure of the public school program, each staff member must complete the Staff Health Questionnaire. The health questionnaire does not have to be kept on-site. However, the **Public School Off-Site Records Verification form** must be on-site that identifies the storage location, name, and contact information of the individual responsible for maintaining the record, and a statement that the record is on file and contains the appropriate information. This form is available in the resource section.

CHILD CARE RULE .0702

Health Standards for Substitutes and Volunteers


-  All substitutes and volunteers not counted in the staff-child ratios must complete a health questionnaire prior to the first day of work.
-  A test showing each substitute and volunteer to be free of active tuberculosis is required prior to the first day of work.
-  Emergency medical care information must be on file for each substitute or volunteer prior to the first day of work.



- The health questionnaire must give information about the status of the person's health.
- The emergency medical care information must include emergency contact information for the person.
- Substitutes and volunteers counted in the staff-child ratios must comply with health standards contained in Rule .0701.
- The health questionnaire must be completed on the first day at the center for all substitutes and volunteers and must be completed annually thereafter as long as they continue to work in the center.
- Emergency medical care information must be on file at the center on the first day at the center for all substitutes and volunteers.
- HH** - It is a good policy to have a regularly scheduled review and update of these forms to make sure you have the most recent information on each staff.
-  A sample **Emergency Information on Staff (top half) and Health Questionnaire (bottom half)** form is located in the resource section.

SECTION 11: HEALTH AND SAFETY TRAINING REQUIREMENTS

The staff of a child care center is charged not only with the safety of the children in care, but also with the quality of care children receive. Initial and on-going training is required of all staff members. The amount and scope of this training may vary depending on positions held at the center.

CHILD CARE RULE .0705**Cardiopulmonary Resuscitation (CPR) Training for Staff**

 Each child care center must have at least one person on the premises at all times, and at least one person who accompanies the children whenever they are off the premises, who has successfully completed a cardiopulmonary resuscitation (CPR) course within the last 12 months. The CPR course must be taught by either the American Red Cross, American Heart Association or other organizations approved by the Division.

- CPR training must be renewed on or before the expiration of the certification or every two (2) years, whichever is less.
- “Successfully completed” is defined as demonstrating competency, as evaluated by the instructor, in performing CPR.
- Each type of CPR course covers a different age range. The staff member’s certification must be appropriate for the ages of children in care. Be sure to verify the age range of the courses completed. At least one staff member must be certified appropriately for the ages of children in care.
- Proof of an appropriate CPR training is a course completion card.
- Having additional staff trained in CPR will ensure that you have complete coverage in the event of absences or vacation, or staff turnover.
- Documentation of successful completion of the course from the American Heart Association, American Red Cross, or other organization approved by the Division must be on file at the center.
- CPR training cannot be counted toward meeting annual in-service training hours for staff required to receive less than 20 hours of annual training. Refer to Section 13 of this chapter for more information on in-service training requirements.
-  Refer to the resource section for **CPR and First Aid Training Information**, which includes a list of organizations that are recognized by the Division as an acceptable training agency for CPR and First Aid training (as of July 1, 2008).
-  For licensed public school programs, verification of CPR training must be maintained on-site at the licensed public school program.

**CHILD CARE RULE .0705
First Aid Training for Staff**

- ★ Staff who have completed a course in basic first aid must be present at all times children are present.
- ★ First aid training must be renewed on or before the expiration of the certification, or every three (3) years, whichever is less.
- ★ The basic first aid course must address principles for responding to emergencies, and techniques for handling common childhood injuries, accidents, and illnesses such as choking, burns, fractures, bites and stings, wounds, scrapes, cuts and lacerations, poisoning, seizures, bleeding, allergic reactions, eye and nose injuries and sudden changes in body temperature.


- ☑ A staff member who has completed first aid training must also accompany children participating in off premise activities and when children are being transported.
- ☑ The number of staff members required to have first aid training is dependent on the number of children present at the center.

| <u>Number of Children</u> | <u># of staff with First Aid</u> |
|---------------------------|----------------------------------|
| 1-29 | 1 |
| 30-79 | 2 |
| 80 + | 3 |

- ☑ Verification of each required staff person’s completion of the first aid training must be maintained in the person’s individual personnel file in the center.
- ☑ Having additional staff trained in first aid will ensure that you have complete coverage in the event of absences or vacations, or staff turnover.
- ☑ First Aid training can only be counted toward meeting annual in-service training hours every three years.
- 📁 Refer to the resource section for **CPR and First Aid Training Information**, which includes a list of organizations that are recognized by the Division as an acceptable training agency for CPR and First Aid training (as of July 1, 2008).
- 🔔 For licensed public school programs, verification of first aid training must be maintained on-site at the licensed public school program.

CHILD CARE RULE .0705
Communicable Disease Training for Staff

 At least one staff person must be knowledgeable of and able to recognize common symptoms of illness.

- Documentation of the type and date of the training must be on file at the center.
-  Contact a local Child Care Health Consultant to find out about training opportunities in your area, visit the Child Care Health and Safety Resource Center’s web site at www.healthychildcarenc.org for a listing of child care health consultants by county or call the Resource Center at 1-800-367-2229.

CHILD CARE RULE .0705
Playground Safety Training for Staff

 Staff must complete at least four (4) clock hours of training in safety.

- This training must address:
 - Playground safety hazards
 - Playground supervision
 - Maintenance and general up keep of the outdoor area
 - Age and developmentally appropriate playground equipment
- The number of staff required to complete safety training depends on the licensed capacity of the center.

| <u>Licensed Capacity</u> | <u># of Staff with Safety Training</u> |
|--------------------------|--|
|--------------------------|--|

| | |
|--------------|----|
| Less than 30 | 1 |
| More than 30 | 2* |



**including the administrator*


- Staff counted to meet this requirement must complete the training within six (6) months from the date of employment, or from the date a vacancy occurs.
- Once a staff member completes the safety training, they do not have to renew or take it again. Documentation of the safety training must remain on file at the center.




For licensed public school programs, staff are not required to complete this training.

CHILD CARE RULE .0705 ITS-SIDS Training for Staff

-  In centers that are licensed to care for infants ages 12 months and younger, the center director and any child care provider scheduled to work in the infant room, including volunteers counted in staff-child ratio, must complete ITS-SIDS training.
-  The training must be completed within 4 months of the individual assuming responsibilities in the infant room or as an administrator, and must complete again every 3 years from the completion of previous ITS-SIDS training.

 “ITS-SIDS training” means the Infant/Toddler Safe Sleep and SIDS Risk Reduction Training developed by the NC Healthy Start Foundation for the Division of Child Development for caregivers of children ages 12 months and younger.

 As part of staff orientation, infant caregivers must be informed of the child care center’s safe sleep policy.

HH – Train staff prior to them being responsible for the care of infants to ensure they are aware that infants 12 months and younger should be placed on their backs to sleep.



There are over 200 ITS-SIDS trainers across the state. There are several ways to locate a trainer in your area. You may visit the Division’s web site at www.ncchildcare.net for a list of current trainers, contact your local Child Care Resource and Referral agency or contact a local child care health consultant to find out about training opportunities in your area. To locate a Child Care Health Consultant in your area, visit the Child Care Health and Safety Resource Center’s web site at www.healthychildcarenc.org for a listing of child care health consultants by county or call the Resource Center at 1-800-367-2229.

SECTION 12: STAFF ORIENTATION REQUIREMENTS



CHILD CARE RULE .0707 Staff Orientation


★ Each staff member who is expected to have contact with children must receive at least 16 clock hours of on-site training and orientation. Some topics must be covered within the first 2 weeks of employment and others within the first 6 weeks of employment.

- ☑ The training and orientation must include:
 - **Within the first two weeks:**
 - Recognition of the signs and symptoms of child abuse or neglect and the employees duty to report suspected abuse and neglect
 - The center's operational policies, including the center's safe sleep policy for infants (if center licensed to care for infants)
 - Adequate supervision of children, taking into account their age, emotional, physical and cognitive development
 - **Within the first six weeks:**
 - First-hand observation of the center's purposes and goals
 - Instruction in the employee's assigned duties
 - Instruction in the maintenance of a safe and healthy environment
 - Review of the center's personnel policies
 - Review of the child care licensing law and rules
 - Explanation of the role of state and local government agencies in the regulation of child care, their impact on the operation of the center, and their availability as a resource
 - Explanation of the employee's obligation to cooperate with representatives of state and local government agencies during visits and investigations

CHILD CARE RULE .0709

Documentation of Staff Orientation

-  The center must have a record of each staff member's participation in training activities.
-  Documentation of on-site training and orientation must be on file for each staff member.

- The record of training must include:
 1. The subject matter
 2. Topic area (G.S. 110-91(11))
 3. Name of person providing training
 4. Date provided
 5. Number of hours of training received
 6. Name of staff member who completed training
 7. Orientation training that is not related to direct caregiving must be provided at a time when the new staff member is NOT counted as part of the staff-child ratio.
 8. Prelicensing visits with a child care consultant may be documented towards orientation hours as long as the visit consisted of a review of the child care licensing law and rules.
- Orientation hours do not transfer if a staff member moves to another center unless the new center is owned by the same franchise or operator as the one where the staff member previously worked.
- Orientation hours do not count as part of the individuals required in-service training hours.
-  A copy of the **Documentation of Staff Orientation** form is located in the resource section.

SECTION 13: IN-SERVICE TRAINING REQUIREMENTS

In-service training is training that is received during a staff member's employment. It is considered on-going staff development, appropriate to job responsibilities, and is intended to expand on previous learning and may enhance the educational levels of the staff members.

NC GENERAL STATUTE 110-91(11)
Approved Topic Areas for In-Service Training



Training must be in the following topic areas:

- Planning a safe, healthy learning environment;
- Steps to advance children’s physical and intellectual development;
- Positive ways to support children’s social and emotional development;
- Strategies to establish productive relationships with families;
- Strategies to manage an effective program operation;
- Maintaining a commitment to professionalism;
- Observing and recording children’s behavior;
- Principles of child growth and development; and
- Learning activities that promote inclusion of children with special needs.



Only training in the above listed topic areas may be used toward meeting annual in-service training requirements for a staff member in a child care center.



Training does not have to be formal semester hours. In-service training credit can be received by attending conferences and workshops as long as the training is approved by the Division.



College coursework in any of these topic areas that results in earned semester credit hours may be counted for in-service training hours. The same semester credit hours may also be counted to enhance the education level of the individual.

CHILD CARE RULE .0707
In-Service Training for Staff



All staff that have responsibility for planning and supervising a child care program, as well as staff who work directly with children, must participate in in-service training activities annually.



The number of clock hours of yearly training required is based on the education and/or experience of each individual person.







For full-time employees, the requirements are as follows:

| Level of Education | Experience | In-service training required |
|---|---|-------------------------------------|
| Four year degree or higher advanced degree in a child care related field of study | | 5 |
| Two year degree in a child care related field of study or NCECAC/equivalent | | 8 |
| Certificate or diploma in a child care related field of study or NCECC/equivalent | | 10 |
| | 10 years documented experience as a teacher, director, or caregiver in a licensed child care facility | 15 |
| None of the above | None of the above | 20 |

- All above in-service training hour requirements are actual clock hours of training that must be received annually.
- If a child care administrator or lead teacher is currently enrolled in coursework to meet staff qualifications, completed coursework may be counted toward meeting the annual in-service training requirement.
- For staff members working less than 40 hours per week on a regular basis, who are at the level of education/experience that requires 20 hours of in-service training, the training requirements may be pro-rated as follows:

| Total working hours per week | Annual clock hours required |
|-------------------------------------|------------------------------------|
| 0 - 10 | 5 |
| 11 - 20 | 10 |
| 21 - 30 | 15 |
| 31 - 40 | 20 |

- All degrees and coursework must be in a child care related field of study which is defined as Child Development, Child Psychology, Early Childhood Education, or Human Development from an accredited college or university. Other fields of study related to the care of young children must be approved by the Child Care Workforce Standards Section of the Division.
- If a staff member is required to receive less than 20 hours of in-service training per year, they may not count the hours received by taking a CPR certification course.
- Training hours received from taking a first aid course may be counted by any staff member, but no more frequently than once every three years.
- If a staff member receives more than the required number of hours in a given year, they may carry forward into the next year no more than one-half of the number of hours needed for the new year.
-  All staff members that have responsibility for planning and supervising a public school program, as well as staff members who work directly with children, must participate in annual in-service training requirements.
-  In-service training required of public school system employees can be used to meet this requirement as long as the training pertains to the topics contained in the child care law and meets the proper number of in-service training/contact hours of credit.
-  Documentation of in-serving training for public school staff must be kept on-site at the licensed public school program.
-  When the public school staff member attends a training event, whether sponsored by the school system or not, they should receive written verification of their attendance. This verification must include the name of the trainer, date, contact hours present, and the topic of the training. The staff member can maintain the original verification of this training as long as a copy is placed with his/her on-site record of in-service training.




Can you give an example of how to properly calculate excess training hours that are carried over to another training year?

A staff member is required to receive 20 hours of in-service training per year. During one year, they complete 45 hours of training. The 20 hours required for the current year are subtracted which leaves 25 remaining hours. The next years requirement is 20 hours, and they may carry forward ½ of that requirement from the previous year. This employee may carry over 10 hours to the new year and then have to complete a minimum of 10 additional hours of training.

CHILD CARE RULE .0709

Documentation of In-Service Training for Staff

- ★ The center must have a record of each staff member's participation in training activities.
- ★ Documentation must be on file and current for each staff member.

- The record of training must include:
 1. The subject matter
 2. Topic area (G.S. 110-91(11))
 3. Name of person providing training
 4. Date provided
 5. Number of hours of training received
 6. Name of staff member who completed training
- Training certificates received as documentation of training must be attached to the staff member's individual training record.
-  A **Record of In-Service Training form** is located in the resource section.

SECTION 14: TRAINING APPROVAL

All training offered to meet in-service training requirements must satisfy criteria for approval from the Division.



CHILD CARE RULE .0708

In-Service Training Approval Process

Staff may meet in-service training requirements by attending child care workshops, seminars, or courses, provided each training activity satisfies the following criteria:

- ★ Prior approval from the Division is not required for training offered by a college or university with nationally recognized regional accreditation, a government agency, or a state or national professional organization or its affiliates.
- ★ Prior approval from the Division is required for any agencies, organizations, or individuals who wish to provide training for child care operators and staff. To obtain such approval, the agency, organization, or individual must complete and submit the in-service training approval forms provided by the Division at least 20 business days prior to the training event. A training roster listing the attendee's name, the county of employment, and day time phone number must be submitted to the Division no later than 15 days after the training event. The event sponsor must provide training evaluations to be completed by attendees and must keep the evaluations on file for three years.
- ★ Prior approval will be determined based on:
 - The trainer's education, training, and experience relevant to the training topic;
 - Best practice in adult learning principles;
 - Content that is in compliance with General Statute 110-91(11); and
 - Contact hours reasonable for the proposed topic.


- ☑ Government agencies or state or national professional organizations who provide training must submit an annual training plan on a form provided by the Division for review by the Division. An annual plan is not required for any state, national, or international conferences sponsored by a professional child care organization.
- ☑ Distance learning such as internet based or correspondence courses must have prior approval from the Division in order to be counted for in-service training hours.
- ☑ Curriculum coursework or continuing education coursework that relates to the nine topic areas in the child care law through a post-secondary institution with nationally recognized regional accreditation may be used for in-service training hours without prior approval.
- ☑ One semester credit hour is equal to 16 clock hours. Coursework content must relate to one of the nine topic areas in the child care law and also be relative to the staff member's job responsibilities in the child care facility.

- ☑ Before attending a training session or hiring a trainer, you can call the Division and request to speak with the in-service training coordinator to determine if the training has been approved.
- ☑ College coursework in any of these topic areas that results in earned semester credit hours may be counted for in-service training hours. The same semester credit hours may also be counted to enhance the educational level of the individual.
- ☑ The Division of Child Development does not maintain copies of specific training certificates. If an individual loses their training certificate, they would need to contact the individual training instructor or the sponsor of the training session.
- ☑ Staff are encouraged to maintain their own professional development file at home that contains proof of all their training sessions and certifications.
-  Refer to the resource section to read **In-Service Training Frequently Asked Questions (FAQs)**.
-  In-service training approval request forms are located on the Division's website at www.ncchildcare.net.




SECTION 15: REPORTING SUSPECTED ABUSE AND NEGLECT

NC GENERAL STATUTE 7B-301

Reporting Suspected Child Abuse and Neglect

-  Any child care operator or staff member who suspects a child has been abused or neglected must notify the proper authorities. This requirement applies regardless of where the abuse may have occurred, be it at the child's home or the child care center.

- ☑ NC law requires any person who has reason to suspect child abuse or neglect to report the case to the local county Department of Social Services (DSS). In addition to calling DSS, any person may call the Division of Child Development at (919)662-4499 or (800)859-0829 to make a report of suspected child abuse or neglect in a child care program.
- ☑ Reports may be made anonymously. A person cannot be held liable for a report made in good faith.
- ☑ If the abuse or neglect is suspected to have occurred at a child care center, the Division of Child Development will initiate an investigation along with the local Department of Social Services.

- Check with the operator of your child care center for their policies on filing reports. The operator can assist you with finding the correct agency to file the report. In some situations, they can even make the report for you. But remember, if you express your concerns to the center operator and they choose not to file a report, you must do so yourself.
- Information regarding the signs and symptoms of child abuse and neglect must be a part of an employee's orientation. This training should also cover the center's policies on reporting child abuse and neglect.
-  The address and phone number of your local DSS can be found in the front of your local phone book in the county government section or through the NC DSS county directory at www.dhhs.state.nc.us/dss/local/index.htm.
-  For more information on recognizing and reporting child abuse visit Prevent Child Abuse North Carolina at www.preventchildabusenc.org.
-  A complete copy of NC General Statute 7B-301(1999) the **Mandatory Reporting Law** is located in the resource section.

RESOURCE SECTION

Chapter 2: STAFF

The following pages contain resource materials discussed in or related to the preceding chapter.

Some of the resources are forms created by the Division of Child Development and must be used by licensed child care centers. Other materials are provided as a resource only for child care centers and can be used at the discretion of the center.

Center operators may also wish to use this section to add any additional resource materials they have that are related to the chapter or information that is specific to their child care center.