



Parent's Book Of Information

A Resource Guide for Families
with Young Children

Cleveland County is blessed with many basic resources for children and families. However the results of a recent survey revealed that many of the available resources are underused because families are not aware of them.

The Parent's Book of Information is an attempt to increase awareness of our county's resources.

You may obtain a free copy of this guide by contacting the Cleveland County Partnership for Children.

About Smart Start

Smart Start is North Carolina's nationally recognized and award-winning early childhood initiative designed to ensure that young children enter school healthy and ready to succeed.

Smart Start is a public-private initiative that provides early education funding to all of the state's 100 counties. Smart Start funds are administered at the local level through local nonprofit organizations called [Local Partnerships](#). The [North Carolina Partnership for Children \(NCPC\)](#) is the statewide nonprofit organization that provides oversight and technical assistance for local partnerships. Services at the local level vary depending on local needs. Funding for Smart Start is currently \$220 million in state funds. Smart Start has raised [more than \\$200 million in donations](#) since it began.

Currently, 82 local partnerships are established throughout the state to administer funding and programs. Through the local partnership, Cleveland County Partnership for Children, Smart Start funds are used to improve the quality of child care, make child care more affordable and accessible, provide access to health services and offer family support. Smart Start has achieved tremendous results in these areas and continues to strive to reach all children in North Carolina.

Smart Start has garnered much national recognition and is considered a model for comprehensive early childhood education initiatives.

In 2001, the NCPC established a [National Technical Assistance Center](#) to assist other states with the development of an early education initiative.

Cleveland County Partnership for Children

is located at:

312 West Marion Street, Shelby, NC 28150

Phone: 704-480-5620 - Fax: 704-480-5625

web site: www.clevelandsmartstart.org

Cleveland County Smart Start Partners

Child Care Connections704-487-7397
For referral.....704-487-7778
5 East Marion St.
Shelby, NC 28150

Cleveland County Schools.....704-476-8000
130 South Post Road
Shelby, NC 28152

Cleveland County
Health Department 704-484-5100
315 Grover Street
Shelby, NC 28150

Cleveland Community College...704-484-4000
137 South Post Road
Shelby, NC 28152

Cleveland County Department
Of Social Services..... 704-487-0661
135 South Post Road
Shelby, NC 28150

How To Use The Parent's Book Of Information

Parent's Book of Information is a Smart Start Publication and a "must" for every parent. It is designated for the families of children ages 0-5 and the agencies that provide services to these children. We hope that families will find the guide helpful in accessing and using the many resources in Cleveland County.

Take time to become familiar with all parts of the resource guide. The General Services listings are alphabetical and provide basic information about services to our youngest citizens. Agencies and organizations with a large number of resources are listed separately with each agency's service for young children defined. The Alphabetical Index should be used if you know the name of the program.

To receive additional copies of the Parent's Book of Information or to provide comments or suggestions and/or ways you have been able to use the book, please contact:

Cleveland County Partnership For Children, Inc.

312 West Marion Street

P.O. Box 1468

Shelby, NC 28150

704-480-5620

704-480-5625 (fax)

Email: crtaylor@carolina.rr.com

www.clevelandsmartstart.org

What you will find...

- Who to call regarding certain situations?
- Who can answer your questions?
- Who are the experts in the area?

The Parent's Book of Information is designed to collect and organize a comprehensive list of agencies, organizations, and programs in Cleveland County that provide either free or sliding fee (based upon family income) services especially for young children. Many privately owned resources are also available but are not included to prevent the appearance of a recommendation by the sponsoring agencies. Please consult your phone book yellow pages for additional services.

By the time a resource guide is printed, new programs may be created, or existing programs may cease to exist. More than 30 agencies or programs are included in this edition of this resource guide.

The inclusion of a program does not constitute endorsement by Smart Start nor does the omission imply a lack of endorsement. Every attempt was made to include all existing services and provide accurate and current information. However, we recommend calling to verify location and hours of operation. Smart Start does not assume responsibility for inaccuracies or omissions.

Table of Contents

Introduction..... 2-6

Local Services

- Abuse Prevention Council 10
- Beginnings 10
- Child Care Connections 11
- Children's Developmental Services

 - Agency 13
 - Cleveland Community College..... 14
 - Cleveland County Dept. Social Services..... 16
 - Cleveland County Library System..... 18
 - Cleveland County Health Department 19
 - Cleveland County Partnership For Children..... 24
 - Cleveland County Schools 25
 - First In Families of Cleveland County 26
 - Foster Grandparent Program 27
 - Greater Cleveland County

 - Baptist Association..... 28
 - Head Start 28
 - Hospice of Cleveland County 29
 - Kings Mountain Crisis Ministry 30
 - Mauney Memorial Library..... 30
 - Pathways Mental Health..... 31
 - Pregnancy Resource Center 32
 - Safe Kids..... 33
 - Salvation Army 33
 - Transportation Administration of
Cleveland County, (TACC)..... 34

Other Services

- Cleft Palate Foundation..... 36
- Easter Seals, NC..... 36
- Epilepsy Foundation of NC..... 37
- Family Support Network of NC..... 37
- Metrolina AIDS Project..... 38
- NC School for the Deaf 39

Parenting Tips

- How to Help Your Crying Baby..... 41
- Never Shake Me 45
- Developmental Milestones 45
- Ten Ways to Give Your Child a
Great Start..... 52
- What Parents Need to Know 55

Is Your Child Safe?

- Car Seat Safety..... 58
- Safeguard Your Children 59

Child Care

- How to Find Quality Child Care 62
- Checklist for Quality Child Care..... 65

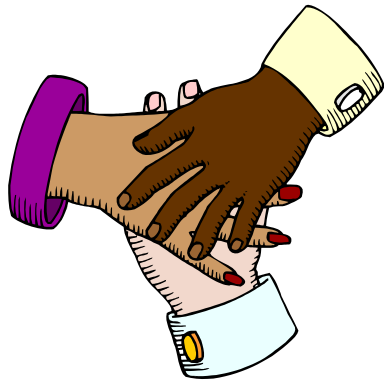
School Readiness

- Kindergarten Registration 69
- Immunization Record 70
- Elementary Schools in Cleveland County 83

Appendix

- 800 Numbers 75
- Sources of Data on the Web 84
- Index 88

Cleveland County Resources



LOCAL SERVICES

Abuse Prevention Council

☎ 704-487-9325

P.O. Box 2589

Shelby, NC 28151

The mission of the Abuse Prevention Council is to provide services to victims of domestic violence, rape, and sexual assault. Emergency residence, counseling, court advocacy, and on site support are only a few of the services offered through the Abuse Prevention Council.

☎ Fax: 704-487-9314

✉ e-mail: apcouncil@carolina.rr.com

🕒 Operating hours: 24 hrs

Fees for Services: None

Contact Person: Millie Hershenson

Beginnings Developmental Day Center

☎ 704-482-6502

Mission Statement: Pathways will promote, celebrate and inspire ability, dignity and self-respect for individuals, families and groups with community owned system of resources.

Description of Services: Beginnings provides a variety of services to children eligible for the Infant-Toddler Program. These services are "family-centered", which means they are designed to meet the needs of the family as well as the special needs

child. Special needs refer to children who have disabilities or who are at risk of developing disabilities. The Beginnings Center also provides developmental day and Community Based Rehabilitative Services (CBRS) to our special needs children. Typically developing children receive services as well. Year round child care services are offered Monday through Friday in a licensed and accredited child care center. Infant-Toddler Program eligible children ages 0 to five years participate in a structured daily program to promote developmental growth.

① Fax: 704-669-2019

🕒 Operating hours: 8-5 ECIS,
7:30-5:00 Day Care

Fees for Services: Sliding Scale

Contact Person: Tracee Smith



Child Care Connections

☎ 704-487-7397

5 East Marion Street
Shelby, NC 28150

Child Care Connections is a nonprofit agency designed to help families provide safe and nurturing environments for their children. Their mission is to link together parents, providers, and the community to improve the availability, accessibility, and the affordability of quality child care throughout Cleveland County.

Child Care Resource and Referral (Child Care Connections)

With *SMART START* as the primary funding source, Child Care Connections focuses on child care-related services for the community. Staff members provide child care referral services for families in Cleveland County and educate parents on quality child care issues. Staff also serves the childcare provider community by offering professional training/education activities to complement required Credential courses and educational programs, and technical assistance/support for the recruitment and retention of personnel in the childcare field.

Pathways to Quality

With *SMART START* funding, Child Care Connection's Resource & Referral Services provides technical assistance and quality enhancement materials and equipment as incentives to child care programs committed to improving the quality of child care offered to children ages birth through 5. Incentives and technical assistance focus on improving quality care, raising licensure in the new 5 Star Rating System, and achievement of NAEYC accreditation. Also, incentives to create space for non-traditional and infant care in Cleveland County are provided to child care facilities dedicated to the provision of quality through a grant process.

Children Developmental Services Agency (CDSA)

Toll free: 877-410-2229

☎ 704-480-5440

1429 East Marion Street, Suite 5
Shelby, NC 28150

Mission Statement: The CDSA's mission is to ensure that preschool children who have or are suspected of having physical, psychological, neuromotor, socio-emotional, speech/language/hearing, or learning problems are provided appropriate evaluation and treatment services.

Description of Services: The CDSA is the lead agency at the local level for administering, supervising and monitoring programs and activities of the North Carolina Infant Toddler Program. The Infant Toddler Program offers a variety of early intervention services to eligible children birth to three years of age. These services are "family-centered" meaning they are designed to meet the needs of the family as well as the special needs of the child.

Who can receive services? Your child and family may receive services if... your child is younger than 3 years and if one of the following categories describe your child

1. Developmental Delay: show a delay in one or more areas of development.
2. Atypical Development: shows behaviors that are unusual.
3. High Risk: has a diagnosed condition or general risks that may lead to delays in development.

What services may my child receive if eligible?

- A multidisciplinary evaluation to determine eligibility and service delivery plan.

- A service coordinator to coordinate and assure appropriate service delivery, and
- An array of early intervention services planned to meet individual and family needs.

web site: http://wch.dhhs.state.nc.us/shel_dec.htm

🕒 Operating hours: 8-5 M-F.

Fees for Services: While Insurance, Health Choice, and/or Medicaid are billed for evaluations, there is no direct charge to families for evaluation services. Families are responsible for the costs of treatment based on a sliding fee scale based on income, family size, and any extraordinary expenses.



Cleveland Community College

☎ 704-484-4000

137 South Post Road
Shelby, NC 28152

Mission Statement: Cleveland Community College - established in 1965 by and for the people of Cleveland County - is a comprehensive, public two-year college and member institution of the North Carolina Community College System. The College's mission is threefold: (1) to help students achieve professional and personal goals by providing quality, accessible education programs and services, (2) to serve as an agent for economic development by responding to the educational and training needs of business and industry, and (3) to contribute to the improvement of the quality of life in Cleveland County by actively participating in collaborative community initiatives.

Education/Benefits Coordinator

Through *SMART START* funding, Cleveland Community College administers the Education/Benefits Coordinator activity. The purpose of the Education/Benefits Coordinator is two fold:

- To promote understanding of the educational requirements and opportunities for the child care professional and the benefits that are available to support them as professionals
- To provide technical assistance in developing a career path and in accessing all available resources

BRIDGES is a Smart Start funded program to help childcare providers bridge over or transfer into a B-K degree program by offering necessary courses online during summer sessions at CCC.

Description of Services: Cleveland Community College offers college transfer, technical, and career programs. The college transfer program is intended for students interested in completing the first two years of a bachelor's degree. Technical, occupational, and career programs are designed to provide students with more advanced knowledge and skills necessary for employment and growth in a chosen profession. The College offers a wide range of continuing education programs and adult high school/basic skills program. The Early Childhood Education program offers the Associate in Applied Science degree. Certificates in basic child care, child care administration, infant and toddler, and school age children are also available.

☎ Fax: 704-484-4036

✉ e-mail: Findlay@cleveland.cc.nc.us

web site: www.clevelandcommunitycollege.edu



Cleveland County Department of Social Services

☎ 704-487-0661

P O Box 9006

130 South Post Road

Shelby NC 28151-9006

Mission Statement: To provide children a safe, permanent family. To help families become self-sufficient. To help eligible families obtain medical and food assistance. To protect and serve vulnerable disabled adults.

"Purchase of Care"

With *SMART START* funding, the Department of Social Services provides subsidized child care for children birth to age five in three to five star rated facilities whose families meet income eligibility guidelines.

Description of Services: Assist those in need of protection, advocacy and resources.

WORK FIRST: Our goal is to assist families achieve self-sufficiency through our **Success Express** program. We also have support services available to help families when they leave Public Assistance. **CHILD CARE** subsidies are available to many low-income working families.

BENEFIT DIVERSION is granted once per year if criteria of eligibility is met.

*Child Support

*Transportation Assistance

*Education (GED)

*Job Training, Job Search

*Substance Abuse-Assessment & Referral

*Case Management

NORTH CAROLINA HEALTH CHOICE INSURANCE for Children is for working families that make too much money to qualify for Medicaid but can't afford or obtain insurance through their employer.

CHILD SUPPORT DIVISION works to locate absent parents in and outside N.C., establish paternity and establish and enforce child support payments, and obtain health insurance coverage for children. You do not have to be receiving public assistance to get help with Child Support.

MEDICAID is a federal and state mandated program. We have Medicaid for *indigent families, children, disabled adults and pregnant women*. Medicaid in North Carolina has a Managed Care program called CAROLINA ACCESS. Most Medicaid recipients are required to choose a primary care physician who will manage their care.

Our FOOD ASSISTANCE PROGRAM (Food Stamps) is intended as a supplement to low-income families.

THE PROGRAM INTEGRITY UNIT investigates reports of suspected Medicaid, Food Assistance, Child Support and Daycare Fraud.

Anonymous reports can be made by calling 704-487-0661.

THE FAMILY SERVICES DIVISION takes reports of suspected abuse, neglect and exploitation of children and disabled adults. Our job is to investigate and determine if there is a need for further investigation or intervention. Reports can be made during office hours by calling 704-487-0661 and after hours by calling 704-484-4822 (24 hours, seven days a week) Reporters do not have to give their name.

📠 Fax: 704-484-1051

🕒 Operating hours: 8-5 M-F.

Fees for Services: None for all programs except Child Support Enforcement - \$10.00 filing fee is charged to Non-public assistance and Child Support applications

Duty to report abuse, neglect, dependency, or death due to maltreatment. Any person or institution who has cause to suspect that any juvenile is abused, neglected, or dependent, as defined by S.G. 7B-101, or has died as the result of maltreatment, shall report the case of that juvenile to the director of the department of social services in the county where the juvenile resides or is found. The report may be made orally, by telephone, or in writing.

Cleveland County Library System

Cleveland Memorial Library

104 Howie Drive
Shelby, NC 28150

☎ 704-487-9069

704-487-4856 (fax)

Hours of Operation:

Mon - Thurs. 10am - 8pm

Fri -Sat. 10 am - 2pm

Spangler Branch

112 Piedmont Drive
Lawndale, NC 28090

☎ 704-538-7005

704-538-0801 (fax)

Hours of Operation:

Mon - Thurs. 2-6 pm

Sat. 9 am- 1pm

Services For Children

Cleveland County Memorial Library provides a large collection of age appropriate books and audio-visual materials and morning story times of children ages 2-5 from September through April. Special baby and toddler story times are scheduled once a month. A

monthly calendar of programs is available at the library and on the web site.

Spangler Branch Library has a smaller collection of materials for all children and a story time for all pre-school age children at 10 a.m. on the first Friday of each month.

The Outreach Services of the Library System provides story times to day care centers and family day care homes. This program is called "Tag-Along Tales" and its schedule is available at both libraries and on the website.

Services For Parents and Caregivers

Cleveland County Memorial Library has an extensive collection of books on parenting skills and child development and activities for children. Both libraries have a collection of "Wonderboxes", which are an entire thematic unit of over 100 topics. These kits contain books, videos, toys and activity books.

Website: www.ccml.org



Cleveland County Health

Department

704-484-5100

315 E. Grover Street
Shelby, NC 28150

Mission Statement: To ensure, enhance, and protect the health of Cleveland County citizens through education and prevention.

The Comprehensive Preschool Health Initiative was created to address the health care needs of children

birth to five and their families. The following programs have been implemented as *SMART START* and the Cleveland County Health Department focused on ensuring all children are healthy and ready for success in school.

Access To Dental Care

This activity provides access to dental care for children age 0-5 years through an expansion of the Dental Clinic at the Cleveland County Health Department. The expansion of the Dental Clinic provides additional service capacity to target two, three and four year olds as well as providing opportunities to educate parents about dental hygiene. The Dental Clinic serves children who receive Medicaid or Health Choice insurance.

Operating Hours: Mon-Fri. 8am -5 pm

Call 704-484-5235 for an appointment.

Child Care Health Consultant (CCHC)

Provides educational information to all licensed and regulated child care centers and family child care homes in Cleveland County. The goal of this activity is to improve the quality of child care through increased knowledge of health, safety and nutrition issues. Information is also provided to parents of children enrolled in participating centers. The CCHC provides consultation and technical assistance on specific issues such as medication administration, safety hazards, access to health services, meal planning, food handling and storage, emergency contact information, immunizations, sanitation and hand washing and preventive health information. For more information call 704-484-5142.

Access to Health Care

Provides immunization and well-check compliance for children age 0-5 years in Cleveland County. The Health Check Coordinator reviews records for Medicaid-eligible children to track compliance with recommended well-check schedules and to assure that immunizations are included at the appropriate times. The Health Outreach Specialist tracks well-check and immunization compliance for non-Medicaid eligible children in partnership with physician practices. The specialist also assists in tracing immunization compliance in child care centers and family child care homes. For more information please call 704-484-5133.

Description of Other Services Offered Through the CCHD

MATERNITY CLINIC provides prenatal care to pregnant women. Services include medical care, health education, breastfeeding education and support, maternity care coordination, nutritional counseling and support, social work, laboratory services and postpartum home visits. **BABY LOVE** provides case management and support services to prenatal patients during their pregnancy and until eight weeks after delivery.

For more information call 704-484-5150.

CHILD SERVICE COORDINATION is a voluntary program for children with high medical/social needs or at risk for such needs; monthly contact with child and family; no fees.

ANIMAL CONTROL PROGRAMS - Protects the public's health through impoundment, adoption, return to owner, and humane euthanasia. Co-sponsors an annual county-wide rabies clinics with local

veterinarians who provide rabies vaccinations at convenient locations for a reduced fee. Call 704-484-9884

CLEVELAND PHARMACY Provides assistance with medications for certified patients at 200% of federal poverty levels as of July 1, 2001. One-time emergency assistance is available as funding allows. Call 704-484-5164 or 704-484-5252

COMMUNITY ORGANIZATION FOR DRUG ABUSE PREVENTION - Offers assistance to community organizations in the prevention of alcohol and drug abuse through prevention, education, assessments and referrals and appropriate intervention strategies. 704-484-5170

SPECIALTY CLINICS are established on a rotating schedule within the Health Dept.

Eye Clinic: 704-484-5110

Diabetes Clinic: 704-484-5208

Glaucoma and Diabetes Screening: 704-484-5115.

Sexually Transmitted Disease Clinic: 704-484-5169

GENERAL CLINIC/IMMUNIZATIONS:

Immunizations required by North Carolina may be obtained from general clinic following the recommended schedule of age appropriate immunizations. Call 704-484-5154.

HIV/AIDS CASE MANAGEMENT - Services seeks to improve quality of care. Client receives case management; will help HIV/AIDS clients coordinate services as needed for hospital care, doctor visit, homecare, food, housing, transportation, etc. For more information call 704-484-5104.

LANDFILL PROGRAM - The landfill provides safe and sanitary disposal of all solid waste within the county

and complies with all local, state and federal rules and regulations. For more information call 704-480-6932
CHILD HEALTH CLINIC Provides well checks, school physicals, and sick care to children birth to age 18.

Services include medical care, developmental assessment, health education and nutritional counseling. Call 704-484-5154.

RECYCLING PROGRAM - The recycling program operates eight manned solid waste/recycling as well as low "recycling only" collection sites throughout the county. These manned sites provide convenient recycling and solid waste disposal opportunities for the citizens of Cleveland County. 704-484-6932

WOMEN INFANT AND CHILDREN (WIC) is a nutrition education program, which provides supplemental foods to promote good health. Services are provided to pregnant women, breastfeeding women, women who have a baby less than six months, and infants and children up to five years old. The program also provides supplemental foods to promote good health. If eligible, clients are given vouchers for supplemental goods such as milk, cheese, cereal, eggs, fruit juices, dry beans, peas or peanut butter and iron-fortified formula. Call 704-484-5170.

① Fax: 704-484-5273

Web site www.co.cleveland.nc.us/public/health/homepage.htm

🕒 Operating hours: 8-5 M-F.

Fees for Services: Vary



Cleveland County Partnership For Children: In- House Programs

PO Box 1468-Shelby -28151

MORE at FOUR is designed to prepare 4 year olds for kindergarten. More at Four classrooms are located in the public schools as well as in private child care centers. Children must be four years old on or before October 16 and meet certain other eligibility criteria to qualify for enrollment. The service is free to parents.

For more information call 704-480-5623 or 704-480-5620.

Location: 312 W. Marion St. -Shelby

Visit: www.governor.state.nc.us

PARENTS AS TEACHERS is a free, home- based parent education program designed to provide families with information such as ideas for age appropriate activities, books, parenting techniques, as well as developmental screenings. The program is available to families residing in the county with children age 0- 5.

Location: 327-A Market St. - Shelby

For more information call 704-480-5591.

Visit: www.patnc.org

SMART START FAMILY RESOURCE CENTER

Provides services such as parent education workshops, parent-to-parent support groups, and playgroups. Parents will also be linked to other resources available pertaining to their particular needs. Services will be available at various locations in the county as well as at the main site. For more information on schedule of

activities call 704-480-5591 or visit the center at 327-B Market St.-Shelby.

Cleveland County Schools

 704-476-8000

130 South Post Road
Shelby, NC 28152

Preschool Classrooms


With *SMART START* funding, Cleveland County Schools provides preschool classrooms within the Cleveland County School district. These classrooms are inclusive environments serving children with special needs and children who are "at-risk" of school failure. The curriculum is developed based on the individual needs of the children, which includes language development, cognitive development, motor development, and social/emotional development.

Dan Moore Scholarships for Children with Special Needs

Through the use of *SMART START* funding, the Dan Moore Scholarship Program provides tuition for children with special needs to attend child care in Cleveland County. Many developmental skills are achieved in the daycare setting. Children learn how to get along with others, learn how to follow directions as well as many other developmental skills. The primary focus of this activity is to provide inclusive environments for children with special needs through scholarships to area childcare centers. Special education and related services will be provided by Cleveland County Schools for 3-5 year olds and by the Infant-Toddler program for 0-2 year olds. Children

must have an Individualized Educational Plan (IEP) or Individualized Family Service Plan (IFSP) to be considered for a scholarship. Childcare centers/homes with a 3 star rating or higher are eligible to participate.

First In Families of Cleveland County


 704-480-0151

FANS

124 S. Post Road
Shelby NC 28152


Mission Statement: to provide compassionate, innovative, individualized assistance to people with developmental disabilities and their families; founded on family support principles, which include self-determination, empowerment, advocacy and equality.

Description of Services: First In Families of Cleveland County is a new support service that offers individuals with developmental disabilities and their families the following: choices about the services and support they need; access to comprehensive, coordinated information about community resources; access to funding for purchasing services, supports and material resources deemed necessary by the applicant to help them remain in their own home and community. Individuals and families are invited to apply for help locating and accessing resources to meet needs and realize dreams.

 Fax: 704-487-2867


 e-mail jnanderson1@bellsouth.net

web site: www.firstinfamiliesofnc.org

 Operating hours: 8:00 am - 3:00 pm

Fees for Services: None
Contact Person: Janice Anderson / Rhonda Cooper

Foster Grandparent Program

 704-482-4333

132 W. Graham Street - P O Box 2421
Shelby, NC 28151-2421

Mission Statement: To tap the energy and compassion of seniors 60 and older in our community, and to place their goodwill and efforts in the service of our professionally assessed at-risk children, in an effort to bridge the enormous parenting deficit in our society through nurturing and guidance.

Description of Services: Recruits senior adults over the age of 60 who meet specific income eligibility guidelines and able to serve 20 hours per week to work one-on-one with children who have been professionally assessed at risk. Their service is performed in supervised settings.

📞 Fax: 704-482-9662

✉ e-mail: clarafgp@uwcleveland.org


Web Site: www.uwclevco.org

🕒 Operating hours: 7:00am - 3:00 PM M-F.

Fees for Services: Free

Contact Person: Clara Thurston

Greater Cleveland County Baptist Association

 704-481-9119

1175 Wyke Road
Shelby, NC 28150

Mission Statement: The Church and Community Ministries Department of the Greater Cleveland County Baptist Association engages in cooperative mission efforts to meet the spiritual and physical needs of people in Cleveland County that cannot be met by churches independently.

Description of Services:

EMERGENCY AND RELIEF - Food pantry, medicine assistance, rent and utilities assistance, Christmas Toy Store, School Supplies Assistance, and literacy tutoring.

CALL 704-481-9119 TO BE SCREENED OVER THE PHONE FOR ELIGIBILITY AND APPOINTMENTS. CLIENTS ARE SEEN BY APPOINTMENTS!


📞 Fax: 704-482-1107

🕒 Operating hours: M-T 8:30- 5:00 pm
Fri. 8:30-12:00pm

Fees for Services: Free

Contact Person: Rev. Charles Reed

Head Start Programs in Cleveland County

 704-734-5660

Head Start classrooms are found in Cleveland County public school system. All Head Start classrooms accept children with or without special needs. Priority for enrollment is given to children who will be age

four by October 16th. 90% of the children enrolled in Head Start must be below established income guidelines. Income eligibility is a major factor in admission to Head Start classrooms. Proof of income is required. Second priority for enrollment is given to children who will be age 3 by August 1st.

For more information about Head Start classrooms please call 704-734-5660

Hospice of Cleveland County

☎ 704-487-4677

951 Wendover Heights Dr
Shelby, NC 28150

Mission Statement: Hospice of Cleveland County, Inc. exists to provide high quality skilled compassionate care and support for patients with a life-limiting illness, their families, and the community, regardless of ability to pay.

Description of Services: Individual counseling, "Reflections" open support groups for adults dealing with death in their lives. **Camp Mostly Smiles:** A one day retreat for children ages six through sixteen who have experienced death in their lives. "Mostly Smiles" is a support time of sharing for children in grief. Educational materials are also available.

☎ Fax: 704-481-8050

🕒 Operating hours: 8:30AM - 5:00PM, M-F.

Fees for Services: 0

Contact Person: Lynn Thomas - Kim Strange

Kings Mountain Crisis Ministry

☎ 704-739-7256

208 North Cleveland Avenue
P O Box 1335
Kings Mountain NC 28086

Mission Statement: To maintain or bring stability and unity in families residing in Kings Mountain or Grover by meeting their emergency financial needs and providing support systems through networking with other agencies or churches.

Services Provided: Clothes Closet, Food Bank, diapers, formula and medicine.

☎ Fax: 704-739-7240

✉ e-mail: bslineberger@cs.com

🕒 Operating hours: M-W-Th-Fri 10- 2p.m.
Closed Tuesday

Fees for Services: Free

Contact Person: Rebecca Lineberger

Mauney Memorial Library

☎ 704-739-2371

100 South Piedmont Avenue
Kings Mountain, North Carolina 28086

Mission Statement: To provide educational, informational, and cultural materials to the public without regard to race, creed, or social economic status..

Description of Services: The Mauney Memorial Library provides books; videos; DVD's; educational toys; as well as computer access to word processing, electronic resources and the internet for children and

their parents. In addition the library provides story bags and boxes that are based on a theme. Story time is available on Tuesdays and Thursdays at 10:00am. The Mauney Library also offers programs in the preschools and child care centers in the community and a summer reading program for all children age 0-18 years.

🕒 Operating hours: M-T 9am-8pm;

W-Th. 9am-6pm; Fri-9am-5pm, Sat 9am-1pm

Fees for Services: none

Contact Person: Sharon Stack, Director

Pathways

☎ 704-476-4004

917 First Street
Shelby, NC 28150

Mission Statement: Pathways will be the leader in the management, development and coordination of mental health, developmental disabilities, and substance abuse services through collaborative efforts and influence of public policy implementation in our local communities. Pathways will create a system that facilitates independence, promotes wellness, encourages personal responsibility, and advocates for community integration.

Description of Services:

AREA ACCESS

- Process for confidential telephone screening, triage, referrals and appointment scheduling for all Pathways first appointments or emergency assessments and specializes

assessments through a single portal of entry.
800-898-5895

- Provide all potential contract agencies a single point of entry form program accreditation.
- Provides treatment utilization review for consumers of Area Program Services.

24 HOUR EMERGENCY SERVICES

A system of care that provides emergency services 24 hours a day to those experiencing crisis due to psychiatric, emotional, behavioral and substance abuse issues. This service includes telephone and face- to -face assessments. To contact a counselor, please call one of the 24 hour Emergency HELPLINE numbers

- Cleveland County 704-476-4000
- Gaston County 704-867-4357
- Lincoln County 704-735-4357

Contact Person: Bob Davis 704-476-4045

Fax: 704-669-2015

Pregnancy Resource Center

☎ 704-487-4357

232 S Lafayette Street, PO Box 522
Shelby, NC 28151

Mission Statement: To provide counseling and support for women (and men) involved in an unexpected or unplanned pregnancy. Provides abstinence training for young people, and post-abortion counseling referrals for women.

Description of Services: Pregnancy testing, peer counseling, referrals, support, abstinence training.

① Fax: 704-487-6758

✉ e-mail: PRCofcc@localnet.com

🕒 Operating hours: M-Th. 9-5:00pm

Fees for Services: Free

Contact Person: Matt Holland

Safe Kids Coalition

☎ 704-487-3182

Judy Hawkins, Educational Resources

Cleveland Regional Medical Center

201 Grover Street

Shelby, NC 28150

SAFE KIDS is a structured group of diverse local individuals and organizations that join forces to implement a program to reduce unintentional childhood injury in their communities. These community-based coalitions are at the heart of the National SAFE KIDS Campaign. Sharing the common goal of safe communities for children, the purpose of State and Local SAFE KIDS Coalitions is to bring about a systematic ongoing community response to childhood injury.

Salvation Army

☎ 704-482-0375

1665 E. Dixon Blvd - PO Box 1764

Shelby NC 28151-1764

Mission Statement: Helping others help themselves.

Description of Services: Provides assistance with food, clothing, shelter, utilities, and medication to persons in crisis situations. Sponsors character-

building activities for children and fellowship activities for adults.

① Fax: 704-482-8710

🕒 Operating hours: 9:00am - 4:00pm, M-F

Fees for Services: Free

Contact Person: Michelle Lockeaby

Transportation Administration of Cleveland County, Inc. (TACC)

☎ 704-482-6465

952 Airport Road - PO Box 3210

Shelby NC 28151

Mission Statement: TACC provides transportation service to all citizens of Cleveland County per space available. TACC is a nonprofit agency that coordinates human service and general public transportation for Cleveland County.

① Fax: 704-484-6954

✉ e-mail: TACC@shelby.net

Website: www.tacc.cc

🕒 Operating hours: 6:00am - 6:00pm M-F

Fees for Services: \$1.25 per van mile and a \$20.00 wait time is charged if the driver is required to wait for a passenger when out of county.

Contact Person: Stephanie Ivie

GENERAL SERVICES

Cleft Palate Foundation

☎ 1-800-242-5338

1-919-933-9044

1504 East Franklin Street- Suite 102

Chapel Hill, NC 27514

Mission Statement: Optimize the quality of life for individuals affected by facial birth defects.

Description of Services: Free educational materials. Referrals to local doctors and support groups.

☎ Fax: 919-933-9604

✉ e-mail : info@cleftline.org

Website: www.cleftline.org

🕒 Operating hours: 24 hrs.

Fees for Services: None

Easter Seals, NC

☎ 1-800-626-1627 / 704-529-5195

5700 Executive Center Drive-Suite 110 Charlotte, NC 28212-8821

Mission Statement: Easter Seals NC enhances the lives of children and adults with disabilities by maximizing their individual potential for living, learning and working in their communities.

Description of Services: --Statewide information and referral--Stroke and post polio support groups--Durable medical equipment--Advocacy services

☎ Fax: 704-566-6050

☎ (Toll free):888-373-2061

✉ e-mail info@nc.easter-seals.org

Website: www.nc.easter-seals.org



🕒 Operating hours: 8-5 M-F.
Fees for Services: Call for specific - some services pro-bono
Contact Person: Anne McQuiston

Epilepsy Foundation of North Carolina

☎ 336-716-0326

Mission Statement: To further the welfare of persons with epilepsy and improve the understanding of epilepsy by: Disseminating information - developing support groups - educating the public - and assisting in proper diagnosis and treatment.

Description of Services: Information and Referral, Support Services, Community Education, Advocacy.

☎ Fax: 336-716-9489

✉ e-mail: nc_epilepsy@mindspring.com

🕒 Operating hours: 8:30am -5pm M-F.

Fees for Services: None

Contact Person: Pat Gibson

Family Support Network of NC

919-966-2841 ☎ 1-800-852-0042

UNC - Chapel Hill
CB#7340, Chase Hall
Chapel Hill, NC 27599

Mission Statement: The mission of the Family Support network of NC is to enhance the lives of North Carolina's children with or at risk for special needs by providing support and information to the families who care for them and to encourage parent-

professional collaboration in the design and delivery of services for these families.

Description of Services: Resource Specialist in the *Central District of Resources (CDR)* provide special needs information and referral services to families and professionals. Through the toll free number, 800-852-0042, referrals are made to service agencies, parent programs, support groups, and disability organizations on a local, state and national level. Printed information on diseases, disabilities, chronic illnesses and related issues is also available from the CDR.

☎ Fax: 919-966-2916

✉ e-mail cdr@med.unc.edu

Website: www.fsnn.org

🕒 Operating hours: 8-5 M-F.

Fees for Services: Free and confidential

Contact Person: Resource Specialist

Metrolina AIDS Project (MAP)

☎ 704-333-1435

P.O. Box 32662
Charlotte NC 28232-2662

Mission Statement: Metrolina AIDS Project improves the lives of individuals and families affected by HIV/AIDS and strives to prevent further spread of this disease through services, education and client advocacy.

Description of Services: Support groups, individual counseling, case management, resource management, emergency assistance, and community referrals.

☎ Fax: 704-602-2440

Website: www.metrolinaAIDSproject.org

🕒 Operating hours: 9-12 M-F.

Fees for Services: Free

Contact Person: Dee Johnson

NC School for the Deaf

☎ 828-432-5200

517 West Fleming Drive

Morganton, NC 28655

Mission Statement: All deaf and hard of hearing children have unlimited potential. Given that belief, the North Carolina School for the Deaf provides a challenging learning environment which prepares each child for a meaningful and productive life in a changing world.

Description of Services: Academic, vocational, psychological, audiological, occupational therapy, Multi-impaired, health care and other special programs for grades K-12.

☎ Fax: 828-433-2902

Website: www.ncsd.net

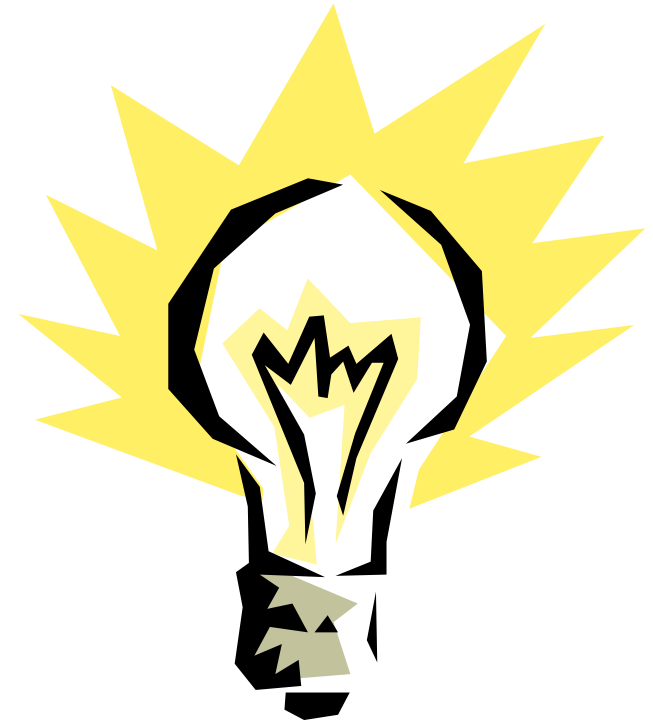
🕒 Operating hours: 24 hrs. - Sunday through

Thursday, Office hours 8-5 M-F

Fees for Services: yearly fees

Dr. Linda Lindsey, School Director

Parenting Tips



How to Help Your Crying Baby

A baby cries for many reasons.

I cry because there is something I want to let you know.

Sometimes I cry to tell you:

- I am hungry.
- I have a gas pain.
- I am too cold or I am too hot.
- Something scared me.
- I am sick or I hurt.
- I am bored or lonely.
- There is too much noise.
- Too many different people are holding me.
- My diaper is wet and I need to be changed.
- I am tired.

Sometimes I cry when I think you are feeling upset or grumpy. Sometimes I am just fussy because:

- I don't know how to settle down.
- I am in a bad mood.

You may feel bad, angry, helpless, or worried if you don't know why I am crying, how to comfort me, or how to keep me from crying so much.

Help me to be happy most of the time.

Each baby is different.

Get to know what I need and get to know me.

Learn that I have different cries that mean

different things. One cry means, I want to eat. Another means I want to do something else.

By thinking about what I need, you can help me stay happy. Knowing what I don't like can help to prevent me from being fussy.

- Be sure to change my diaper if I am wet or dirty. Like most babies, I will need to be changed at least every 3 hours when I am awake.
- Make sure I am not too hot or too cold.
- Don't feed me more milk than I need. I will let you know when I have had enough.
- Don't feed me cereal or solid food without talking to my doctor first.
- Don't leave me in an infant seat too long. I like to do many activities. I may fuss to tell you that I want to do something else.

I need to suck.

- Let me suck as much as I want to, either on a pacifier or my fingers.
- Try different pacifiers until I find one that I like.

I need to learn that I belong to my parents.

- You can't spoil me at this age. When I learn that you will help me, I will cry less.
- Spend as much time with me as you can when I am awake.

- Touch, hold, hug, cuddle, and love me.
- Talk to me.
- Walk or rock me.
- Come to me as soon as you can when I cry.

As a young baby, I need lots of sleep and quiet time.

- Let me sleep a lot if I want to.
- Place me in a quiet place. I don't like a lot of noise and I don't need a lot of visitors.

As I get older, I will want to do more things with you.

- Play with me and talk with me.
- I will tell you when I am tired of doing something by fussing or turning my head away.

Try to find out why I am crying:

Look to see if I:

- Am wet or have a dirty diaper.
- Am too hot or too cold.
- Am hungry.
- Am too full.
- Need to burp.
- Have a stomachache.
- Am tired.
- Could be upset by something you ate if you are breastfeeding. If you are breastfeeding, avoid drinking coffee, tea, or cola and avoid eating spicy foods and foods that cause gas.

Is there too much going on?

- Is there too much noise in the room?
- Are there too many people holding or touching me?
- Are people smoking around me?

Am I sick?

- Do I have a fever?
- Am I vomiting?
- Have I had a bowel movement in a while?
- Do I have loose bowels or diarrhea?
- Do I have a diaper rash or some other rash?
- Do I have a cold or runny nose?
- Am I pulling on my ears? This may be a clue that I have an ear infection.
- If I have any of these problems, you can check with my doctor to see if I am sick.

To help me stop crying:

- Pick me up and hold me.
- Snuggle or wrap me in a blanket.
- Talk or sing to me.
- Play soft music.
- Lower the lights.
- Give me something to look at or to play with.
- Give me a pacifier.
- Sit with me in a rocking chair.
- Walk or dance with me.
- Take me for a ride in the car or in the stroller.

NEVER SHAKE ME

*No matter how upset or angry
You feel, do not shake me.*

*Shaking me can cause brain damage or even death. I
will outgrow this constant crying.*

*Holding and cuddling me tells me that you love me and
that you want me to feel better.*

Developmental Milestones In Young Children

Parents are in the best position to recognize his child's development. The milestones given below are a guide that may be used. No two children develop at the same rate, since every child develops at his own pace. If your child does not master a skill during the noted time frame do not be alarmed. You can talk about this with your pediatrician during your child's next visit.



Newborn

- Looks to see who is talking.
- Moves eyes to follow something that moves in front of face.
- Can see best when an object is about eight inches from face.

- Sleeps a lot.
- Eats every few hours.
- Is fussy and cries a lot.
- Sucks on fingers or pacifier. Sucks even when not hungry.
- Is startled by loud noises.

1-2 months

- Waves, kicks or squirms when lying on back.
- Makes sounds like uh, eh, and oh.
- Looks and stares at things.
- Lifts head up and turn it sideways when on stomach.
- Turns toward voice.
- Quiets down, move eyes, or change expression when hears a voice or some other noise.
- Gurgles, smiles, and laughs when happy.
- Cries tears when upset.

3-4 months

- Smiles at person to get attention.
- Holds head up without bobbing it around when sitting on lap.
- Holds a small toy, like a rattle, for a few seconds in hand.
- Laughs out loud.
- Says oo, aah, and other vowel sounds.
- Holds head all the way up and rest on arms when on stomach.
- Recognizes sounds that are heard often, like a voice, the sound of a favorite toy, or running water.
- Gets excited when sees people they know.

5-6 months

- Picks up head and chest when lying on stomach. Can hold self up with arms.
- Stands up if being held under the arms.
- Rolls from stomach to back or from back to stomach.
- Notices small things if placed in front of them.
- Lies on back and looks at hands. Can bring hands together over chest or at the mouth.
- Reaches for toys or other interesting things that are placed nearby.
- Squeals and makes high-pitched sounds when happy.
- Teeth start to come in.

7-9 months

- Sits for a few seconds without any help.
- Feeds self a cracker, cereal, or food I can eat with fingers.
- Says the sounds of ma, ga, da, di, ba, and makes other sounds.
- Picks up small things using whole hand in raking motion.
- Listens to people talking and trying to make the same sounds.
- Holds a small block in one hand and passes it to the other.
- Looks for something that has been dropped.

- Holds onto something and stands for about 5 seconds.
- Gets upset if left.

- Begins to drink juice from a cup.
- Knows which toys are his.
- Stubborn at times.

10-12 months

- Plays "pat-a-cake" or other clapping games.
- Pulls self up by hanging on to chair or crib rail.
- Picks up a cube or small toy in each hand and bangs them together.
- Picks up a small object using thumb and finger.
- Says the same sound over and over, like "babababa" or "lalalala."
- Says "mama" or "dada".
- Stops doing something if told no.
- Follows some easy directions, "come here" or "give it to me".
- Sits up with help.
- Stands without help for at least 2 seconds.

13-15 months

- Points, reaches, make sounds, puts arms up to express needs.
- Stands for 10 seconds or more.
- Waves bye-bye when someone is leaving and says bye-bye.
- Calls mama.
- Talks all the time.

- Knows the meaning of some words like juice, cup, no and out.
- Stops to pick something up and stands up again without holding on to anything.
- Drops small things like a block into a container.
- Turns and looks when called.

16-18 months

- Walks without assistance.
- Helps around the house.
- Drinks from a cup or glass.
- Rolls a ball back and forth.
- Says "no" and shakes head from side to side.
- Says at least three words other than "dada" and "mama."
- Scribbles on paper with crayons and pencils.

1-1/2 - 2 years

- Uses a fork or spoon when eating.
- Takes off jacket, pants, and shirt.
- Pretends to do things.
- Runs.
- Makes a tower of four blocks.
- Points to a picture in a book if asked to find something.
- Uses at least six different words.
- Points to two different body parts when asked.
- Walks up stairs.
- Kicks a ball forward

2-1/2 years

- Runs and jumps.
- Says own name.
- Stands and balances.
- Puts on clothing that is easy to get on.

- Points to different body parts.
- Points to a picture and names something in the picture.
- Says two-words phrases like "play-ball" or "want drink"
- Asks questions.
- Understands and does something when asked to.
- Says new words.
- May ask to use the potty.

3 years

- Builds a tower with at least six blocks.
- Puts an easy puzzle together.
- Throws a ball overhead.
- Points to and tells you about the pictures in a favorite book.
- Brushes teeth with help.
- Talks in sentences that have three or four words in them.
- Sings songs.
- May not take daily naps.

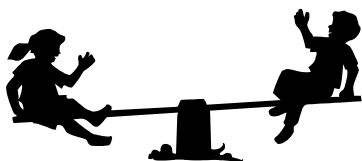
4 years

- Tells you the name of friends.
- Washes and dries hands.
- Asks many questions.
- Copies a line that goes up and down on the paper after being shown how to do it.
- Uses a normal tone of voice.
- Copies a picture of a circle.
- Tells you what their needs are (hungry, tired, cold)
- Points to a picture of something that is being described.

- Jumps forward with feet together.
- Stands on one foot for a few seconds.

5 years

- Hops on one foot.
- Dresses self, zip zippers, buttons buttons and combs hair.
- Plays board games and card games with others.
- Copies two solid lines that cross, so it looks like +, a plus sign.
- Names at least four colors.
- Is able to follow simple directions.
- Draws pictures of people with at least three body parts.
- Speech is understandable.



Ten ways to give your child a great start in life

What you do in the first three years of your baby's life directly impacts the adult your child will become.

Research clearly shows that the brain and personality of a child develop in dramatic ways during the first years of a child's life. Quite simply, the first years last forever.

1. **Hold your baby.** Loving touch is a powerful way to stimulate positive mental, physical and social development in a child. It also provides a secure sense of being loved, valued, and safe. Cuddle your baby often; rock him; hug and kiss him as you feed and change him. Gently massage his back, tummy, arms, and legs in order to calm him or simply to interact with him. Never hit or shake your baby!
2. **Respond to the child's signals.** Try to understand what your baby is feeling or telling you with his facial expressions, movements or sounds. As adults, we like having people listen to us and show understanding or our feelings; so does an infant! Sensitive responses build a child's sense of trust, personal attachments, and feelings of self-esteem.

3. **Talk, sing, and read to your child.** Fill your child's day with language! Even a tiny infant is absorbing the sounds around him. Learning to recognize particular voices, the rhythm of sentences, and - gradually - the meaning of certain words. Talk about what you are doing; talk about what your baby is doing; name the things in your child's world. Say rhymes, recite poetry, and play music. Share time looking at and handling sturdy picture books. Remember, school success depends on the ability to use language well and to enjoy reading. You can lay the foundation for this in your child's first years.
4. **Play with your child.** Have fun together! The greatest gift you can give your child is your time and attention. As parents, you are the most important people in a child's life. No one can replace you!
5. **Establish rituals and routines.** A child enjoys the security of certain routines such as books, songs or special toys at bedtime. Regular times for meals, naps, and bedtime provides structure to a young child's day.
6. **Encourage self-exploration** and play. As your child grows, provide safe ways for him to experience his world. Introduce him to a variety of tastes and things to touch. An enriched environment actually stimulates brain development during the

first few years. Childproof your home so that your baby can safely crawl or toddle with few restraints. Limit television. Active learning is always better than passive.

7. **Give your child a healthy start.** Keep your baby well instead of just getting help if he gets sick! Make sure he gets regular check ups, on time immunizations, plenty of rest, and a well-balanced diet. Never put your baby at risk by delaying his shots; they can be obtained through the health department, as well as private doctors.
8. **Recognize that each child is unique.** Each child is a very special gift with individual temperaments, talents, appearance, and growth patterns. Never compare children. Look for and encourage the special gifts your child brings.
9. **Emphasize the positive.** Say positive things to your child. Negative components or putdowns can lead to low self-esteem, anger, and social problems and misbehavior. Affirm your child's strengths-and they will become even stronger. Catch your child being good...and his behavior will improve. Whatever a parent pays attention to will increase - whether it's desirable or undesirable. Teach your child limits. Always use discipline as an opportunity to teach good behavior and self-control.
10. **Take care of yourself.** If you are tired, unhappy, or irritable, your child will suffer. Get enough rest; maintain supportive relationships, add some interesting experience or hobbies to your life.

**Help your child develop to
Her or his fullest potential!**

What Parents Need to Know

INFANT TODDLER SERVICES IN CLEVELAND COUNTY

**For information about these services, call
704-480-5440**

- Infant-Toddler Program is an interagency service where major players are Children's Developmental Services, Area Mental Health Program (Pathways) and Cleveland County Health Department which targets children identified by state standards as having a medical condition or developmental delay.
- Eligibility for Infant-Toddler Program determined by Preschool Interagency Coordinating Council members.
- No charge for families for entry-level evaluation to determine eligibility; evaluation provided by Developmental Evaluation Center.
- No charges to families for service coordination; specialized services such as speech therapy or physical therapy are provided on a sliding fee scale of charges.

**For information on the Infant-Toddler Program,
please call 704-480-5440**

PRE-KINDERGARTEN PROGRAMS IN CLEVELAND COUNTY

- Pre-Kindergarten programs are available in The Cleveland County School system.
- To participate in the Pre-Kindergarten programs, students must be at-risk and/or have special needs.

- All Pre-Kindergarten classrooms follow a standard curriculum.
- There is a required screening process for admission to the Pre-Kindergarten programs.
- The screening process for admission to the Exceptional Children's programs includes an evaluation.
- Transportation is normally provided only within the attendance zone of the school where the Pre-Kindergarten class is located.
- If a classroom is designated a Title I classroom, the program is location bound - that is, the child must live in the attendance zone of the school in order to attend the class.
- There is no income eligibility requirement for admission to the Pre-Kindergarten classrooms.
- Pre-Kindergarten programs are open to at-risk three and four year old children.

***For more information about the
Pre-Kindergarten programs, call:***

Cleveland County Schools at 704-481-8118

Is your child Safe?



Car Seat Safety

- ♥ All Children in all seats must be buckled at all times.
- ♥ Children under age 8 and less than 80 pounds must ride in a weight appropriate child safety seat that meets federal motor vehicle safety standards.
- ♥ If the vehicle is equipped with an active front passenger-side airbag, children must be secured in the back seat.
- ♥ Children age 15 and under must ride in an age appropriate restrain system no matter where they sit. The law applies to all passenger vehicles with both in-state and out-of state registration.
- ♥ The driver is held responsible for proper restraint of children.
- ♥ The fine for violating the law is \$25, plus court cost and driver assessed 2 points.

Safeguard Your Children

- ♥ Teach them never to talk to strangers.
- ♥ Teach them never to ride their bikes alone. Always ride with a buddy and always wear a helmet.
- ♥ Teach them never to play in the street.
- ♥ Teach them to look both ways and watch for cars before entering or crossing the street.
- ♥ Establish neighborhood boundaries in which they may play.
- ♥ Teach them never to open the door to strangers.
- ♥ If they should see a gun, teach them to stop, don't touch and call an adult.

- ♥ Teach them never to get into a car with someone they don't know.
- ♥ If they feel threatened, teach them to run away as fast as they can.
- ♥ Develop a secret password that must be used if someone unfamiliar picks them up from school or play.



Child Care



Child Care

There is child care, and then there is child care: Quality is the major difference. You will breathe easier when you've found someone to hold, hug and play with your child the same way you do...an experienced caregiver who will give your child the nurturing and the skills to learn, grow and discover the world around him/her...a daily partner with you and your child's development.

How To Find Quality Child Care

Visit, Visit and Visit Again

Schedule interviews with several caregivers-well in advance of the time you will first need care. Visit each of them more than once- at different times- over a period of several days to get a feel for the rhythm and pace of the caregiver's routine. How does the caregiver interact with the children? Does the caregiver enjoy talking and playing with them?

How does the caregiver respond to a fussy child or resolve conflicts among children? A capable, loving child care provider is in control, but shows flexibility in responding to the needs of different children. Keep visiting from time to time, even after you've selected child care.

Look at Things from Your Child's Point of View

To really understand the child care environment, look at the space from your child's level. Is the home or center childproofed and clean? Ask yourself the questions your child might ask like, "Do they have toys for me," "is there a space to put my things," "are the other children happy and content?"

Less Is More

Know what ratios are allowed and what ratio you prefer. In North Carolina, the child-to-caregiver ratio for children up to age one is 5 to 1. A low child-to-caregiver ratio is especially important for infants and young toddlers.

Ask Plenty of Questions

You'll want to know about your caregiver's qualifications, special training, and past child care experiences—as well as those of other adults who will interact with your child in the day care setting. Don't be afraid to ask specific questions; in fact, the more specific, the better. Have certain topics in mind that cover all your concerns...from the child care facility's expectations of you to your accessibility to your child at all times. Good caregivers will answer your questions easily, openly, honestly. Then ask to speak with the parents of

other children in their care. Always check references!

For more information please contact your local Child Care Resource and Referral agency at 704-487-7778. www.ccckidsbiz.org

For a listing of child care facilities in the state, contact the North Carolina Division of Child Development web site at: www.state.nc.us/DHR/DCD/search/daycare.htm



Checklist for Quality Child Care

This checklist is provided for your convenience. You may want to use it when selecting child care, or as a guide for observing quality practices where your child(ren) are currently enrolled. Give your son or daughter a Smart Start by assuring that your child care facility can answer "yes" to all of the questions.

Caregiver

- Does the caregiver interact frequently with children showing affection, interest and respect?
- Does the caregiver get down on each child's level to speak to the child?
- Are children greeted when they arrive?
- Are children's needs quickly met even when things get busy?
- Is the caregiver trained in CPR and first aid?
- Does the program keep up with children's changing interests?
- Is the caregiver willing to answer your questions?
- Is there a verbal and written system established for sharing among parents and staff the day-to-day happenings that affect children?
- Are parents' ideas welcomed? Are there ways to get involved?
- Is the overall sound of the group pleasant?
- Is there enough staff to serve the children?
- Is the caregiver experienced?
- Does the caregiver participate in early childhood development classes? Child care credential classes?

Setting

- Is the atmosphere bright and pleasant?
- Is the environment clean and well maintained?
- Is there enough usable space indoors?
- Is the outdoor play area safe, easily supervised.
- Does the outdoor play area have a variety of materials?
- Is space arranged to facilitate a variety of activities.

Activities

- Does the schedule allow for alternating periods of quiet and active play?
- Are the activities appropriate for each age group?
- Is there a variety of toys and learning materials for the number of children?
- Are toys clean, safe, and within reach of the children?
- Are developmentally appropriate toys and learning materials available to children throughout the day?

General

- Do you agree with the discipline practiced?
- Is the program licensed or regulated by the State?
- Are parents encouraged to visit?
- Will your child be happy here?
- Are written operating policies and procedures available to families?



School Readiness



Preparing Your Child for School

Kindergarten Registration

In North Carolina, children must be five years old on or before October 16th of the year they enter school. Parents should register children several months before they are due to enter Kindergarten. For registration information or to determine the school district in which you are located, call the Cleveland County Public School Administrative Office at 704-487-8581.

*See list of Elementary Schools provided at the end of this section.

The school system requires that children have the following documents at registration:

Social Security Card, Two Proofs of Residence, Official Birth Certificate with Seal, Up-to-date Immunization Record (see enclosed recommended schedule), and Health Assessment form (see enclosed Health Assessment forms). The Health Assessment form needs to be completed within 12 months before the first day of Kindergarten.

Immunization Record

Age	DTP/	Polio	Hep.B	MMR	Hib	TD	Var
Birth			X				
2 Months	X		X		X		
4 Months	X	X			X		
6 Months	X	X			X		
12-15 Months			X				X
4-6 Years	X			X			
Every 10 years						X	

DTP/DtaP	Diphtheria - Tetanus - Pertusis
Polio	IVP - Inactivated Polio
Hep B	Hepatitis B
MMR	Measles - Mumps - Rubella
Hib	Haemophilus Influenza Type B
TD	Tetanus - Diphtheria
Varicella	Chicken Pox Vaccine

Elementary Schools in Cleveland County

Bethware.....704-734-5632

113 Bethware Drive
Kings Mountain, NC 28086

Boiling Springs704-434-2772

1522 Patrick Ave.
Shelby, NC 28152

Casar704-538-9982

436 School House Rd,
Casar, NC 28020

East704-734-5633

600 N Cleveland Ave.
Kings Mountain, NC 28086

Elizabeth.....704-487-9940

220 South Post Road
Shelby, NC 28152

Fallston 704-538-7341

P.O. Box 39
Fallston, NC 28042

Graham.....704-487-6161

1100 Blanton Street
Shelby, NC 28150

Grover704-734-5643

206 Carolina Ave.
Grover, NC 28073

James Love 704-487-4541

309 James Love Rd.
Shelby, NC 28150

Jefferson..... 704-487-5431

1166 Wyke Rd.,
Shelby, NC 28150

North704-734-5663

900 N Ramseur Rd.
Kings Mountain, NC 28086

North Shelby 704-487-9941

1205 Northside Dr,
Shelby, NC 28150

Springmore 704-434-7371
616 McBrayer Homestead Road
Shelby, NC 28152

Township No. Three704-487-7809
526 Davis Road
Shelby, NC 28152

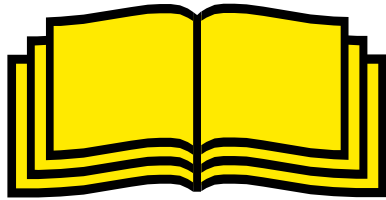
Union 704-481-8001
1440 Union Church Rd.
Shelby, NC 28150

Washington.....704-484-3734
1907 Stony Point Rd.
Shelby, NC 28150

West.....704-734-5693
600 West Mountain St.
Kings Mountain, NC 28086



800 Numbers



Adoption Center, National 1-800-862-3678
Non-Profit organization whose mission is to expand adoption opportunities throughout the United States for children with special needs and those from minority cultures.

Adoption Information, National 1-888-862-3678
Provides professionals and the general public with easily accessible information on all aspects of adoption, including infant and intercountry adoption and the adoption of children with special needs. NAIC does not place children for adoption or provide counseling. It does however, make referrals for such services.

AIDS 1-800-342-2437
The American Social Health Association's mission is to stop sexually transmitted diseases and their harmful consequences to individuals, families, and communities.

AIDS Treatment Information 1-800-448-0440
Central resources for federally approved treatment Guidelines for HIV/AIDS.

American SIDS Institute 1-800-232-7437
Dedicated to the prevention of Sudden Infant Death Syndrome and the promotion of infant health through research, clinical services, family support, and Professional and community education.

Beginnings (Hearing Impaired) 1-800-541-4327
Resource center for families of children ages birth to 21 who have hearing loss.

CDC National Prevention 1-800-458-5231
Sponsored by the Centers for Disease Control and Prevention (CDC). Develops, identifies, and collects information on the prevention, treatment, and control of HIV/AIDS, STDs, and TB. Provides information to healthcare providers and consumers. Provides reference and referrals to public and private resources.

Care-Line 1-800-662-7030
Provides information and referrals on human service agencies in government, non-profit agencies, and support groups.

Child Abuse and Neglect Information 1-800-394-3366
Serves as a national resource for the acquisition and dissemination of child abuse and neglect and child welfare materials and distributes a free publications catalog upon request.

Child Care Information Center 1-800-616-2242
A national resource that links information and people to complement, enhance, and promote the child care delivery system, working to ensure that all children and families have access to high-quality comprehensive services.

Child Find America 1-800-426-5678
National not-for-profit charity whose mission is to locate missing children through active investigation, prevent child abduction through education and resolve incidents of parental abduction through mediation.

Children's Cancer Society 1-800-882-6227
Improve the quality of life for children with cancer and reduce the risk of cancer by promotion of children's health through financial and in-kind assistance and education.

Children's Hospital Foundation 1-800-673-8121
Raise and distribute funds for the advancement of knowledge and care in the fields of child health and research.

Children/Youth with Disabilities Ctr. 1-800-695-0285
Assists individuals by providing information in English and Spanish on disabilities and disability-related issues, with a special focus on children and youth with disabilities (birth to age 22).

Children and Adults With Attention Deficit Disorders (CH.A.D.D.) 1-800-233-4050
The national non-profit organization representing children and adults with attention-deficit/hyperactivity disorder (AD/HD). CHADD works to improve the lives of people with attention-deficit/hyperactivity disorder through education, advocacy and support.

Cystic Fibrosis, National 1-800-344-4823

Assures the development of the means to cure and control cystic fibrosis and to improve the quality of life for those with the disease.

Cystic Fibrosis (Raleigh) 1-800-822-9941

Cystic Fibrosis 1-800-682-6858

Down's Syndrome

Ensures that all people with Down's syndrome have the opportunity to achieve their full potential in the community life.

Down's Syndrome Congress 1-800-232-6372

Down's Syndrome Society 1-800-221-4602

Easter Seal Society

Provides services that help children and adults with Disabilities gain greater independence.

Easter Seal (National) 1-800-221-6827

Easter Seal (State office) 1-800-662-7119

For Kids Sake, Inc. 1-800-898-4543

International non-profit voluntary agency dedicated to the prevention of child abuse and neglect through education and intervention.

Health Information Center 1-800-336-4797

Health information referral service that puts consumers with questions in touch with organizations that can help.

Internal Revenue Service

Information on filing taxes.

IRS 1-800-829-1040

IRS (Forms) 1-800-829-3676

IRS (Recorded Info) 1-800-829-4477

Make A Wish Foundation 1-800-722-9474

Grants the wishes of children with life threatening illnesses to enrich the human experience with hope, strength, and joy.

Medicaid-Medicare Hotline 1-800-638-6833

Information on Medicare/Medicaid Insurance.

National Center for Missing

And Exploited Children 1-800-843-5678

Operates a hotline for reporting missing children and sightings of missing children. Offers assistance and training to law enforcement agents.

National Lead Information Center

1-800-424-5323

Responds to inquiries regarding lead poisoning. Provides information on lead poisoning and children, lead based paint, a list of local and State contacts who can help, and other lead related questions.

National Runaway Switchboard

1-800-621-4000

Provides crisis intervention and travel assistance information to runaways. Gives referrals to shelters nationwide. Also relays messages to, or sets up conferences with parents at the request of the child

Orphan Foundation of America

1-800-950-4673

Provides opportunities for foster youth to continue their education through scholarships to help the transition for foster care to young adulthood.

Poison Control Center 1-800-222-1222

Dedicated to preventing accidental household poisonings. Provides poisoning prevention tips for children & adults.

Rape, Abuse, and Incest National

1-800-656-4673

The Rape, Abuse & Incest National Network (RAINN), a non-profit organization based in Washington, D.C., operates America's only national hotline for survivors of sexual assault. The hotline offers free, confidential counseling and support 24 hours a day, from anywhere in the country. RAINN is provided as a service for survivors who cannot reach a rape crisis center through a local call, as well as those who might not know that a local center exists.

Shriners' Hospital for Children

1-800-237-5055

Provides no cost orthopedic & burn care to children under 18 years of age.

Sickle Cell Disease Association

1-800-421-8453

Provides sickle cell education, news, and world wide sickle cell resources.

Social Security 1-800-772-1213

Provides you & your family with disability, retirement, and survivors benefit information.

Spina Bifida Association 1-800-621-3141

Promotes the prevention of Spina Bifida which is a birth defect that results from the failure of the spine to close properly during the first month of pregnancy.

St. Jude Children's Research

1-800-654-8563

Directed at understanding, preventing, and curing catastrophic children's diseases.

Stuttering Foundation of America

1-800-992-9392

Charitable non-profit organization in the world to concern itself with the prevention and improved treatment of stuttering, which is a complex disorder that interferes with speech.

Starlight Children's Foundation

1-800-274-7827

Dedicated non-profit organization to brightening the lives of seriously ill children between the ages of 4 and 18.

United Cerebral Palsy Association

1-800-872-5827

National organization who strives to ensure the independence, productivity and full citizenship of people with Cerebral Palsy and other disabilities.

US Immigration & Naturalization

1-800-375-5283

Provides Immigration and Naturalization questions and solutions.

**Important Sources of
Data on the Web
On Indicators of Child Well-Being**
From Joann H. Haggerty
North Carolina Child Advocacy Institute
jhaggerty@intrex.net
919-834-6623 x233

List of Web sites

State Center for Health Statistics in the county
Data book -

www.schs.state.nc.us/SCHS/about/programs/chai.html

State Level Data

Demographics: State Office Budget, Planning and Management - State Data Center for Census, population, economics -
<http://www.ospl.state.nc.us/demog/> Also LINC has over 1000 data items by county and historic data on population, housing, etc.

Social Services: Children's Services, Division of Social Services
http://childrenservices.dhhs.state.nc.us/policy_and_planning/index.htm

County level program statistics: Central Registry has child abuse and foster care information and County Experiences report gives foster care info.

See the Child welfare data report - reports on NC DSS initiatives as related to outcomes.

Early Childhood: Division of Child Development
www.ncchildcare.net or www.dhhs.state.nc.us/dcd or 1-800-859-0829

Health: State Center for Health Statistics
www.schs.state.nc.us

Especially helpful is the County Data book at
www.schs.state.nc.us/SCHS/about/programs/chai.html

Also helpful is basic health statistics publications Vital Statistics, Statistics Pocket guide. They are at 919-733-4728

Education: Department of Public Instruction
<http://www.ncpublicschools.org/> for student enrollment teacher and school information, test results, school lunch enrollment.

Juvenile Justice: Department of Juvenile Justice and Delinquency Prevention

<http://www.juvjus.state.nc.us/about/statistics.htm> for facility populations, community services and fact sheets.

Economic: Department of Commerce: Print friendly profiles of county economic data: workforce, unemployment, taxes, manufacturers -
<http://cmedis.commerce.state.nc.us/countyprofiles/>

Crime: State Bureau of Investigation: crime statistics

<http://sbi2.jus.state.nc.us/crp/public/Default.htm>

National Level Data

General Children's Issues:

KIDS COUNT - Annie E. Casey Foundation - data on children - www.kidscount.org

Children's Defense Fund - State Data -
<http://www.childrensdefense.org/state/data-nc.htm>

Demographics: U.S. Census Bureau (United States Chamber of Commerce) - Census, population, economics - <http://www.census.gov/>

Social Services: Child Welfare League of America national data analysis system for both abuse and foster care - www.cwla.org

Early Childhood and Family: Forum on Child and Family Statistics - <http://www.childstats.gov/>

Education: National Center for Education Statistics - <http://nces.ed.gov/>

Economic: Bureau of Labor Statistics -
<http://www.bls.gov/>
And the Dismal Scientist - <http://www.dismal.com>

Health: National Center for Health Statistics -
<http://www.cdc.gov/nchs/>
US Health Resource and Service Administration-
www.ask.hrsa.gov

Juvenile Justice: Bureau of Justice Statistics -
<http://www.ojp.usdoj.gov/bjs/>

Environment: Environmental Defense Fund: Air
water and land pollution with searches by zip code or
by county - <http://www.scorecard.org>

Crime: NCJRS Statistics (National Criminal Justice
Reference Service) -
<http://virlib.ncjrs.org/Statistics.asp>

Academic Library Searches

US National Library of Medicine - Use search to
look for this, than Health Information then
University libraries - www.uncle.unc.edu

Communications

On how to deal with the press: see Fenton
Communications - www.fenton.com or
202-822-5200 and their downloadable publications:
Now Hear This and *Media Training 101*

Alphabetical Index

800 Numbers	75
Abuse Prevention Council	10
Access to Health Care	21
Access to Dental Care	20
Animal Control Programs	21
Baby Love	21
Beginnings	10
Benefit Diversion	16
Car Safety	58
Carolina Access	17
Child Care Assistance	16, 25
Child Care Connections	10
Child Care	12, 62
Children's Developmental Services Agency	13
Child Services Coordination	21
Child Support Division	17
Cleft Palate Foundation	36
Cleveland Community College	13
Cleveland County Dept. of Social Services	16
Cleveland County Health Department	19
Cleveland County Memorial Library	18
Cleveland County Schools	25, 55
Cleveland Pharmacy	22
Community Organization for Drug Abuse Prevention	22
Dan K. Moore Scholarships for Children with Special Needs	25
Dental Health	20
Developmental Milestones in Young Children	45
Easter Seals, NC	36
Education/Benefits Coordinator	15

Elementary Schools in Cleveland County	71
Epilepsy Foundation of NC	37
Family Services.....	17
Family Support Network of NC	37
First In Families of Cleveland County	26
Food Assistance Program	17
Foster Grandparent Program	27
Greater Cleveland County Baptist Association	28
Head Start Classrooms.....	28
HIV/AIDS Case Management	22
Hospice of Cleveland County	29
Immunization.....	22, 70
Infant-Toddler Services.....	10,13,55
Is Your Child Safe	57
Kindergarten Registration	69
Kings Mountain Crisis Ministry	30
Landfill Program	22
Maternity and Child Health Services	21
Mauney Memorial Library.....	30
Medicaid	17
Mental Health Services.....	31
Metrolina AIDS Project	38
More at Four Preschool Services	24
N C School of the Deaf	39
Never Shake Me.....	45
North Carolina Health Choice Insurance.....	17
Parenting Tips	41
Parents As Teachers	24
Pathways Mental Health	31
Pregnancy Resource Center	32
Preschool Classrooms	25
Purchase of Care	16
Recycling Program	23

Safeguard Your Child.....	59
Safe Kids	33
Salvation Army	33
Smart Start Family Resource Center	24
Spangler Branch Library	18
Substance Abuse	16, 31
Ten Ways To Give Your Child A Great Start In Life.....	52
The Program Integrity Unit	17
Transportation Administration of Cleveland County (TACC).....	34
WIC.....	23
Work First.....	16
Websites.....	84



Creating Brighter Futures