

not actually see any incident between staff Lindsey and this child and she was not sure if anyone else would have seen anything. Staff Bev stated she did talk to staff Tammy and told the child to show staff Tammy because director Amy was not there at the time. Staff Bev stated she did not know what more happened after that. Staff Bev stated the child did not provide her with any more detail about what was going on at the time of the incident. Staff Bev stated she had not seen anything of concern herself and had never had any concerns about any staff mistreating the children.

Staff Ta'Shia stated she has only worked at the center for about a month and a half. She stated she does work on the lower level. She stated she has never seen or overheard any staff slap a child or anything else of concern. She stated she would definitely report this to director Amy if she had any concerns.

The licensing consultant then spoke again with director Amy. Amy stated she recalled an incident reported to her by the 10 year old child involving staff Lindsey. Amy stated to her understanding there was an incident between staff and child while everyone was outside. The child wanted to go somewhere other than where being directed to by the staff. Staff Lindsey pulled the child by the child's arm. Amy stated she looked at the child's arm at the time and did not see any marks. Amy believed that the child did tell her about this incident within 24 hours of it occurring, however, Amy was unaware of the child telling any other staff of the incident. Amy stated she did talk to staff Lindsey about the incident and about handling redirection of children appropriately, however, she did not document anything. Amy stated she did also talk to the child's mother about the incident. Amy recalled this incident happening sometime mid to late summer.

Staff Tammy is primarily the cook but does travel throughout the center throughout the day. Staff Tammy denied knowing anything about any staff slapping any child. Staff Tammy stated she has never seen staff Lindsey hurt anyone, however, she has known that staff Lindsey may yell at the kids. Staff Tammy stated she knew about the incident with the 10 year old child but denied that any staff had brought the child to her to tell her or show her an injury. Staff Tammy stated she learned about the concern when she herself overheard the child telling another child about the incident saying it happened a week ago. Staff Tammy stated there were other staff sitting in the area at the time of this conversation, however, she was not sure if anyone else heard it. Staff Tammy stated she ask to look at the child's arm and that she did not see anything. Staff Tammy stated she asked the child if the child had said anything to anyone, and the child said the child had not. Staff Tammy stated she did not do anything further at this point. Staff Tammy stated she knows this child to be a very well behaved child.

Staff Lindsey stated she has worked at the center for almost a year. She stated she does work on the lower level. She denied knowing anything about any staff ever hitting or slapping a child. She stated she had never seen anything of concern. In regards to the incident with the 10 year old child, Staff Lindsey stated it did occur. She stated she was frustrated with the children at the time because they were not listening. She stated it was the school age group of kids. She stated they were running outside when they were not supposed to. She stated she did remember grabbing the child. She stated she did not think she grabbed the child too hard. She stated a bit later the child was grabbing at the child's arm complaining that it hurt. She stated she did look at the child's arm at that time and did not see any marks. She stated she did not do anything further and she did not tell anyone else. She denied anyone ever spoke to her about the incident. She stated director Amy had told her a couple of different times about how to redirect children but she felt this was not really specific to this incident or even to her specifically but more to the staff as a group.

It was noted that none of the staff spoken to matched the description of the staff identified in the original complaint. The director and staff interviewed were not able to identify any other staff who might match this description. The director may loosely match some items of the description, though all staff interviewed stated she is well known to be the director and no one has had any concerns with her interactions with any of the children at the center at any time.

Special Notes and Action Required:

With regard to the original complaint, the information provided by the complainant is vague, and there is not enough information to indicate there was a licensing violation.

The concern involving the 10 year old child was identified during the visit to the center. The center is cited for not completing an incident report as a result of that incident. Discussion occurred with the director noting that it appears that, at the very least, an incident report should have been completed for the child. Also, a more formal conversation should have taken place between the director and staff, Lindsey, and that the conversation should have been documented.

Heidi Hungate, MSW
DHS Child Care Licensing Consultant

Consultant's Signature:



Date:
09/30/2013