



### **Inspection Findings:**

#### Inspection Findings:

I met with Wendy Rider Director of Little Angels regarding the complaint report. In prior telephone conversations she indicated she did observe bruising on both arms of a preschool aged child in the center. She indicated staff had reportedly restrained the child due to behaviors. The Director reported the employee involved in this incident came to management after the child's nap time to report the incident. The Director indicated she then observed the child, and noted marks. Ms. Rider then directed the staff in question to write an incident report. The Director then sent the employee home. The Director phoned the child's parents to report visible marks on the child's arms. She then typed a termination letter, contacted the employee by phone and terminated said employee due to the incident. In numerous conversations I had with the Director she indicated staff was well trained and had all current training required. On the visit to the center I verified the staff training records. Staff had 12.5 hours of continuing education courses (6 are required) and all other required trainings were current (CPR, First Aid, Universal Precautions and Mandatory Reporting).

The Parent Handbook contains a three paragraph Behavior Management Policies section where it states redirection is the primary form of discipline. It states, "We believe that positive discipline will encourage your child's self-esteem. Intimidation, ridicule, physical or corporal punishment will not be allowed. We feel the best positive discipline method used is "re-direction."

Upon hire every employee completes orientation including mandatory reading and written acknowledgement of a center training manual and employee policy manual. The center discipline policy is in the training manual in addition to the following:

109.12(2) Discipline.. The center shall have a written policy on the discipline of children which provides for positive guidance, with direction for resolving conflict and the setting of well-defined limits. The written policy shall be provided to staff at the start of employment and to parents at time of admission.

The center shall not use as a form of discipline:

- a. Corporal punishment including spanking, shaking, and slapping.
- b. Punishment which is humiliating or frightening or which causes pain or discomfort to the child.  
Children shall never be locked in a room, closet, box or other device. Mechanical restraints shall never be used as a form of discipline. When restraints are part of a treatment plan for a child with a disability authorized by the parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint.
- c. Punishment or threat of punishment associated with a child's illness, lack of progress in toilet training, or in connection with food or rest.
- d. No child shall be subjected to verbal abuse, threats, or derogatory remarks about the child or the child's family

The employee in question signed off on a certificate of receipt regarding the center policies on August 13, 2012 after her hire and again after a transfer of ownership of the center to current Director Wendy Rider on January 14, 2014.

This incident was isolated and performed by one staff member in direct violation of policy. Management dealt with the issue promptly by reporting it to the parents, directing staff to complete an incident report and sending the employee home immediately. The employee does not have a history of disciplinary action. The employee was properly trained with continuing education courses geared toward team building with families, and building relationships and dealing with problem behaviors including: How to get Parents on Your Team (2 hours), Avoiding Problem Behaviors and Teaching Self-control (2 hours) and (2 hours) of Building Relationships with Children and Youth Who Challenge Us.

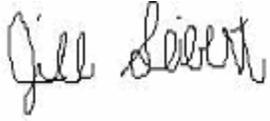
This employee was terminated the day of the incident.

### **Special Notes and Action Required:**

On 7/17/14 the Director updated her employee training manual regarding discipline in a child care setting. The statement she added is, "Under no circumstances are you to restrain a child. If you are having trouble calming a child down, find another staff or a supervisor to help assist you. The director will make the decision to call the parent if needed." All staff signed the document. Restraints have not been utilized in the past. This incident reflects the actions of one staff member and is not center recommended practice for discipline. As stated above in policy and clearly stated in the employee training manual, "Mechanical restraints shall never be used as a form of discipline."

No further action required at this time.

**Consultant's Signature:**

A handwritten signature in black ink that reads "Jill Liebert". The signature is written in a cursive style with a large initial "J" and "L".

**Date:**

07/30/2014