

in and out of the program rooms monitoring what is happening at the center. She describes herself as a very involved director.

Lorelei and Monica stated they do have some children who attend the center who have some more difficult behaviors. Both stated they feel their staff have a good handle on the situation with the exception of the staff who no longer works at the center who they believe made this complaint. Both stated that staff seemed to have a hard time handling the children once transitioned to full time employment. Monica stated she did not feel that the children were overly violent toward each other or staff. Monica and Lorelei were aware of a reported incident involving this staff and a four year old child where the staff person claimed to have been assaulted by the child. Monica stated she spoke to two other staff who would have been in and near the room where it allegedly happened when it allegedly happened and neither observed and incident. Monica stated the staff person never returned to work after this date. Monica stated this staff person worked in the threes/fours room which is adjoined to the fours/fives room.

Monica stated it would be expected that staff would redirect children if they were throwing things, and time outs may be utilized for children who are being aggressive toward each other or staff.

All agreed that there had been some issues with cell phones but felt that this was also handled and not an on going problem that ever had to be addressed very seriously. Monica states she continues to monitor this. All stated the center did develop a written policy specifically addressing the use of cell phones.

Monica did not recall knowing about any incident when a child would have run out of the child care building. She stated there may have been infrequent incidents where a child may try to run out of a child care room but not the building.

Monica stated she had been working with the staff person mentioned above in providing coaching and mentoring type assistance to help the staff find other ways to respond to the child that might work better. Monica stated this staff person would frequently have little structure in the room which added to problems and chaos. This staff person was the closing person at the center and may have been the only staff at the center from 5:30 to 6p with three to four children at the most.

The two other staff interviewed are the lead staff for their program rooms (threes/fours and fours/fives) and both generally indicated the same information as provided above. Both described the center director as being very involved and active in the center and responsive to needs and concerns. One of the staff worked directly with the former staff person and the other would have the ability to oversee and overhear the staff person because of the nature of these two rooms being adjoined. Both knew of the reported situation with the four year old child allegedly "attacking" the former staff, and both stated they would have been present in or near the room when this happened and neither witnessed anything of what was alleged to have occurred. Both generally described that staff person as impatient and easily flustered and frustrated at times. Both indicated that Monica had been working with the staff person on some of the concerns.

Neither staff knew of any incident of a child getting out of the building, and both felt this is something they would have known or heard about even if it happened when they were not at the center.

Neither staff felt that there was a problem at the center with staff being on their cell phones when they were not supposed to be.

Monica and the staff stated the staff are allowed two hours of scheduled lesson planning time per week if ratio allows this. All stated this activity is skipped if ratio is in question. Both of the staff stated there have been no problems with ratio, and that ratio is always maintained.

Special Notes and Action Required:

Additional concern noted for locks on the inside of the restroom door handles in the threes/fours and fours/fives areas and children have been able to lock the door from the inside on occasion. The staff have at least temporarily handled this by putting duct tape over the locking mechanism. This room was an addition recently added to this center and a full licensing visit incorporating the new areas has not yet occurred, so the licensing consultant was unaware of this situation. It is recommended that the door locks be removed from the restroom door handles to prevent children from being able to lock themselves in the restroom areas.

At this time, there is not credible evidence to suggest that the concerns reported are valid or that there are specific licensing violations noted. There is no further action required of the center relative to the complaint at this time.

Heidi Hungate, MSW
DHS Child Care Licensing Consultant

Consultant's Signature:

Date:
03/19/2015

A handwritten signature in black ink, reading "Alex L. Hugate", is centered within a light gray rectangular box.