

she checked in the mirror above her head and under the seats for feet when she got out and did not see anyone. Approximately 5 minutes after the van returned she woke up and as she was getting out of the van another parent grabbed her and brought her inside.

Typically with a new child they will be added to the van attendance and will wear a tag stating, "I ride the A to Z van", for the first couple of days. We also notify the school as well as the parent that their child will be transported by A to Z. The school did not receive this call either. We also put a note in the office notebook and staff notebook reminding staff that we are transporting a new child.

I did let Tonya go awaiting speaking with you (DHS). She has been an employee here for approximately four years. She has always done a great job and is up to date on all training. I feel like had proper procedure been followed by the child's parent this could have been avoided. Any input you have on the situation would be greatly appreciated."

Ms. Fischer states Chris York, the executive director of A to Z, spoke with the parent/employee and Meggan about the center's policy on transferring children and they have both signed off that they understand the policy. She also went over van and transportation procedures with all staff members and each staff member read through the procedures and signed that they reviewed them. Ms. Fischer states she is also holding a staff meeting to address the issue, and as a staff, how we can prevent it from happening again.

I informed Ms. Fischer that there is no requirement to fire a staff member through DHS (unless they are convicted of a crime that does not allow them to work in child care or they have a founded report of child/dependent adult abuse). So it is up to A to Z administration how they choose to handle Tonya.

On 10/09/14 I received a phone contact from the mother of the victim. She reported the child was left alone in the van for two hours and that the staff member is still employed at the center. She believed the staff member should no longer be able to work in child care. I informed the parent that I did not have any control over who was employed at a child care center unless the employee has a founded report of child or dependent adult abuse or a criminal record that prohibited the employee from being employed in child care.

On 10/09/14 I made a collateral email contact with Tammy Moline, an employee with the Department of Human Services. I requested a joint visit to the A to Z Learning Center and Day Care on University in Waterloo. We will attempt to coordinate this in the near future.

On 10/16/14 I made an unannounced visit with Tammy Moline from the Department of Human Services to A to Z Learning Center and Day Care on University in Waterloo. We met with Melissa Fischer, the on-site supervisor, and Linda DeBower, another employee. Ms. Fischer's account remained the same as the account she had emailed me on an earlier date as recorded above.

Ms. DeBower states she transported children to the A to Z Donald Street location for preschool. While she was there a Donald Street employee gave her child to Ms. DeBower and told her to drop the child off at Becker Elementary. The child is enrolled at the Donald Street center and not the center on University in Waterloo. Ms. Fischer states protocol was not followed and the mother should not have sent the child on the van. Ms. Fischer states normally they have paperwork on the children, the children have name tags, the school is notified and they have a list of all the children on an attendance checklist. The staff member's take attendance of the children. Ms. Fischer states she would not have allowed the child to ride with them if she had known prior. Ms. DeBower states she thought the mother had made arrangements through Ms. Fischer so she took the child in the van with her.

Ms. DeBower states when she arrived back at the center on University, Tonya N. already had her children on the van to take to school. She told Ashley Chase, who is in charge when Ms. Fischer is away from the center, that she had the child and Ms. Chase said okay. Ms. DeBower states she gave the child to Tonya to transport in her van.

Ms. Fischer states the child was not alone in the van for two hours. She states the child was alone for approximately five minutes. She states it would have been ten minutes at the most. She states Becker Elementary starts school at 8:50am and Tonya returned to the center shortly after 9:00 am. Tonya came into the center and went to her room and then another parent observed the child open the van door and the parent brought her in the center. Ms. DeBower states she starts her group at 9:00 am and she was pulled up from her group because the mother of the child left in the van was at the center. The mother arrived at the center between 9:20-9:30 am. Ms. DeBower states she tried to talk with the mother but she was upset and yelling. The mother had been talking with Ms. Chase, but Ms. Chase became scared because the mother was yelling and cussing.

Ms. Fischer states she had the day off, but came to the center to deal with the situation. Ms. Fischer states she tried to talk with the mother, but she was not calm. Ms. Fischer states she told the mother if she had made proper arrangements and asked permission

through Ms. Fischer she would not have approved the transport and this would not occur. Ms. Fischer states as a parent the child's mother did not follow any procedures for an enrolled child.

Ms. DeBower states the child was fine. She was not upset and said she fell asleep and forgot to go to school.

Ms. Fischer states she thinks the child's name was not written on the attendance list in the vans because it through Tonya out of her routine to have a child added at the last minute. They have never allowed anyone to do this. Ms. Fischer states Tonya reports she looked for heads and looked under the seats for feet and did not see anything. Ms. Fischer states she did not know why Tonya did not walk back through the van that is the expectation. Ms. Fischer states they have never had an incident of a child being left in a van and they take a lot of field trips in the summer where they drive the children. They also drive children to and from school daily. She reports they keep a list of the children they take out of the building and they check the list before they leave and when they return and they count the children. Ms. Fischer states Tonya was very upset by the incident and crying. She reports everyone was in tears and felt horrible. Ms. Fischer states she was told by the on-site supervisor at the A to Z Donald Street location that the mother had emailed the Department of Human Services regarding the incident. Ms. Fischer state that is why she did not contact DHS. I informed Ms. Fischer that I never received an email from anyone regarding the incident. I advised her to always make the report herself, regardless of what someone else tells her. Ms. Fischer states she did not allow Tonya to work for two weeks because she was waiting to hear from me to discuss the situation.

Ms. Fischer states she has never received a complaint about Tonya prior to this and she has been with the program for five years and has an abundance of training. Ms. Fischer states after she received the email from me stating they were not mandated to let a staff member go unless the staff member was restricted from working in child care (example: founded child abuse report) they decided to allow her to work again.

Ms. Fischer states they review the van rules with every staff member in May and they gave staff members' copies of the van rules to review again following this incident. One of the rules states, "Children must not be left in a vehicle unattended by an adult. After unloading and before leaving the vehicle all seats need to be checked carefully to make sure all the children have exited the vehicle." The school transportation rules state, "Every seat needs to be checked after each child exit's the van. The van driver is responsible to make sure each child in attendance is accounted for."

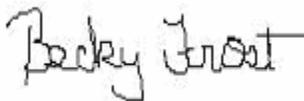
Special Notes and Action Required:

109.10 (16). Supervision. Assigned staff, substitutes and volunteers shall provide careful supervision. VIOLATED. A child was left alone in the van for a period of time. This is never allowed. The van sheet with the children's name is a great tool and I appreciate your communication with the schools. However, the van sheet does not take the responsibility away from a staff member who leaves a child alone in a van. I expect staff members to physically check each seat prior to leaving the van. It is not unusual for children to fall asleep in vehicles and staff members must be diligent in checking the vehicle before they leave it

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At this time, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:



Date:

11/07/2014