

remains in ratio and no additional staff members are added. If the staff member has to change a diaper the staff member may move the biting child near them or place the child in a highchair. The staff member moves with the child in order to prevent an opportunity to bite.

Ms. Junkins states the child was bitten twice on 12/05/13 by two different children. Ms. Junkins states she called the mother about this. She reports she was in the room when the child was bitten the first time and witnessed the child try to take a blanket from a child and the child responded by biting. The second incident occurred approximately 15 minutes later when the child was fighting over a toy with another child. At this time they decided to start "shadowing" the child who was being bit. Again, this does not mean the child is provided one on one care. Staff members remain in ratio and no additional staff members are placed in the room

Ms. Dittmer states she was contacted by the mother on 11/27/13. She reports because of confidentiality they cannot tell the parents how they handle the situation with the biter and they cannot report to the family which child has bitten their child. Ms. Dittmer states the mother was frustrated that she could not be given this information. Ms. Dittmer states they offered to do a communication notebook at this time so that the parents and center would have better communication. Ms. Dittmer states she then received an email from the father on 12/09/13 expressing his frustration with the situation. She emailed him back to explain why they could not divulge this information and break confidentiality.

Ms. Dittmer states the mother had called to talk with the executive director and was given to Stephanie Egan-Holtz, the education director. Ms. Egan-Holtz explained to the mother that she was the correct person to talk with as she was the supervisor for the on-site supervisors and the programs, but the mother wanted to talk with the executive director. Ms. Egan-Holtz explained that the education directors handle all parent concerns and they would take all of the information and talk with the executive director. Ms. Dittmer states it was not that they would not allow the parent to speak with the executive director; it was more that Ms. Dittmer and Ms. Egan-Holtz are the correct individuals to talk with about parent concerns.

We discussed the biting policy and a copy was provided to me. Ms. Junkins states they have followed their biting policy. They provided the parents with a copy of the biting policy and with additional resource information on biting. Ms. Junkins states they have had someone from AEA in their classroom for observation once already and they are coming a second time this week. They have rearranged the room and they are changing out toys more frequently so that children do not become bored. After two weeks of intervention a meeting will be held between staff members and the management team to determine if interventions are effective. After four weeks if interventions, if the child who bites continues to harm others in the excess of five times each week the child may be discharged from the center. CUCCC does have the right to discharge the child at any time during the process. It is determined on a case to case basis. Ms. Junkins states they also move the child to the two-year-old room if ratios allow or move a younger child down to the infant room if ratios allow.

CUCCC has moved the child who was bitten to CUCCC-Nordic Drive at the request of the parents.

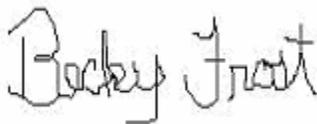
Special Notes and Action Required:

109.10 (16). Supervision. Assigned staff, substitutes and volunteers shall provide careful supervision. NOT VIOLATED. The center has a biting policy and it was followed during this time. They provided the parents with the biting policy and additional resources on biting.

I recommend placing an additional staff member in the room when you have situations that involve multiple children who are biting. In this instance there were five children in the same room who were all having a problem with biting. From July 2013 through 12/11/13 the child in question was bitten thirteen times. It is not always the same child doing the biting. This is excessive and could have possibly been minimized by having an additional staff member to help with supervision.

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:

01/14/2014