



PM when the kids were saying the child just got here. Heidi reported that assistant director Nicole left the daycare at 4 PM on Monday and there were no children outside. Heidi reported that there are 15 to 30 kids in the before and after school program and there are 2 staff Amy and Kelsey. Heidi reported that Amy keeps the doors closed in the classroom and sees who's in and out of the room. Heidi reported that it was not Amy's typical van route on Monday as she usually does not pick up the children at Van Allen elementary school. Tori is a lead teacher that was in the office when Nicole left at 4 PM on Monday.

Kelsey gave the following information. Kelsey reported she started in the school-age room at 3:15 PM to 3:20 PM and got snack ready. Kelsey reported she counted 22 kids as they were having snack. Kelsey reported the child ate his snack with the rest of the children. Kelsey talked about the kids wanting to have a dance competition and they wanted her and Amy to watch the dancing. Kelsey reported the kids were yelling and the child was standing with his coat on by the water fountain and she did not know what time that was. Kelsey reported that Amy the lead teacher in the room went over to where the child was at Kelsey reported Amy reported that the child's hands were not cold. Kelsey reported the child had his hat on and his coat sit up. Kelsey reported she did not know where the child was out in the room or what he was doing. Kelsey reported Amy took the snack stuff back to the kitchen area and took 3 children with her. Kelsey reported that the 3 children go with Amy so that the ratio is in compliance.

Tori reported Amy came to the office around 4:30 PM to 4:35 PM with the child and was telling her that the child was saying he just came inside, that he'd woke up outside. Tori reported the child had a face mask and gloves and his coat on. Tori reported the child was not cold including his hands and fingers and none of his close were wet. Tori reported the child had crocks shoes on and his shoes were dry also. Tori reported that she sent Amy back to the classroom. Tori reported she called Nicole about the incident. Tori reported she then went back to the gym with the child. Tori reported she got called by another parent so she went and dealt with that. Tori reported the child's mom came and she told his mom what happened. Tori reported she initially came to the office around 4 PM. Tori reported that no adult came into the daycare center with another kid that she observed while she was in the office. Tori reported she asked the child how he got in and he told her the other door a parent had left them in. Tori reported when the child's mom came Amy noted that the child did not have his backpack and Amy went to the van with the child and his mom and got the child's backpack. Amy reported Nicole was in the office until 4 PM. Tori reported that usually she is drives the Van Allen van and then picks up the kids at North Bend but she did not do that on 1/12/15. Tori reported that the child usually sits in the back of the van and he does not fall asleep. Tori reported that they usually get back to the center at 3:30 PM.

Amy reported that the child was in the classroom when they were having snack. Amy noted that the child had asked for a cheese snack 5 to 10 minutes after they started their snack. Amy reported that the boys were playing on the tile area of the gym/classroom and at the Lego table. Amy reported that she remembers looking at the child's face when he had his coat on and he did not appear cold. Amy reported she asked the child why he had his coat on and he said he just woke up outside by the van. Amy reported that she asked the child if he was in the van and he said no he was outside the van. Amy asked the child if he was in the snow and the child told her no he was just standing up. Amy reported that she took the child to Tori in the office.

Nicole reported on 1/12/15 she covered classroom from 3:30 PM to 3:45 PM. Nicole reported she does not remember a lot that afternoon because she was feeling ill and went home at 4 PM. Nicole reported she saw Amy come in but does not know if the child was with her or not. Nicole reported that she did not see any child in the parking lot when she left.

Kelsey returned to work at Kids Inc in January 2015.

Amy started with Kids Inc in September 2014.

Tori has been employed with this Kids Inc since it opened in September 2012.

Kelsey and Amy shared that they count the children when they get to the school. They both admitted that they do not count the kids or do a face to name when they get into the van. When they get out of the van they look in to ensure no one is still in the van; however they do not look under the seats. When they return to the center they go to the classroom and have the children put their belonging away. They shared that they were not trained to do a face to name.

I rode along with Tori. Tori did a face to name upon arriving to the school. She did count the children when they got into the van. She did not count the kids or do a face to name upon arriving back to the center.

Staff were observed and admitted to:

-Violating Ratio: Staff shared that they have violated the ratio requirements to take the snack cart back, to use the restroom, and to take the child to the office on the date of the incident.

-Violating supervision: Staff shared that they have violated providing careful supervision. On the date of the incident the staff did not know where the child was for at least 45 minutes. Both staff in the classroom had their backs to the majority of the classroom and to the door children/parents enter/exit.

-Violating supervision: Staff shared that careful supervision is not provided because a staff member is frequently on their cell phone. Staff in the school aged classroom were seen on their cell phone. Heidi and Nicole were both on their cell phones the majority of our visit.

-Violating supervision: Careful supervision was not provided. Face to names were not observed at all required points. Face to names were not completed on the day the child was missing. Staff and children have many transitions from the school back to the center. A face to name should be done:

- Upon getting the kids at school
- When the kids get in the van
- When the kids get out of the van
- When the kids enter the center
- When the driver gives the responsibility of the children off to another teacher

I asked Heidi and Nicole when Amy the lead teacher in the school aged room received her training Nicole shared she was in Maui so she did not provide training to Amy. Nicole did share that she gave Amy at least 30 copies of the roll call sheet; however when asked Amy could not find the copies.

Heidi shared that she has to leave every day at 2pm so she did not provide the training.

They both admitted that the ball was dropped on providing quality training; however Heidi felt with the experience/education Amy had she would have been able to figure it out.

I interviewed 9 staff and 2 past employees. Over half reported that the training they received was provided by the lead teachers. The training that Heidi and Nicole provided was more geared towards basic orientation included payroll, hours, etc.

**Special Notes and Action Required:**

After interviewing the director, on-site supervisor and staff we were unable to determine where the child was for approximately 45 minutes. Careful supervision and ratio was violated during this time. The child's safety was not ensured by staff, the on-site supervisor or the director. Staff training must improve to ensure staff are ready/capable of ensuring children's safety at all times. The center director and on-site supervisor must spend more times in the classrooms to ensure staff are following the center's policy/procedures.

The center must ensure:

- The Director and On-Site supervisor provide detailed training/orientation to all employees.
- That careful supervision is provided at all times. Cell phones should not be used in the center. If it is an emergency they can contact the center.
- Ratio is maintained at all times. Snack cart should be picked up by office staff or a floater to ensure ratio is not violated
- Face to names must occur at all transition points. Documentation of this should be maintained.

The center must ensure that they enforce their policies and procedures:

"Missing Child/Abducted Child Procedures: Staff must always be aware of the number of children, and their whereabouts at all times."

"Phone Policy: Cell phones are both distracting to employees and students and their use during work time interferes with our responsibility to provide quality childcare. Cell phones need to be turned off when entering the building and left in your purse or cubbies during your entire work shift. They may only be used during your break time. Text messaging and checking for missed calls is only allowed during break time."

"Staff Orientation includes:

- Distribute Staff Handbook
- Review of Job Description and Policies
- Complete an Orientation Checklist
- Certificates and Documents Needed are Copied and Ready
- Review Licensing Requirements
- Review Curriculum
- Review Staff/Child Ratios
- Review Mandatory Reporting Policies
- Review of Staff Meetings and Training Requirements
- Review Evaluation Information

- Review Staff Planning Time and Breaks
- Review of the Following:
  - Discipline Procedures
  - Non-Discrimination Policy
  - Confidentiality
  - Emergency Plans
  - Parent Procedures"

**Consultant's Signature:**

A handwritten signature in black ink that reads "Neil Brown". The signature is written in a cursive style with a large initial "N".

**Date:**

02/26/2015