

was now past the side edge of the window frame she was not able to see anything after that.

I did speak with the staff member identified as driving the van. The staff member provided the same basic history of the children running up to wave at the window with one child that was not listening when told to come inside the building. The van driver confirmed that when going to bring the child into the center he did take hold of the child by the coat at the shoulder. The van driver stated that the child did walk into the building and dropped to the ground once reaching the vestibule area because the child was upset. The van driver stated that the child had not fallen or dropped to the ground outside the building and was not dragged across the ground. The staff member stated that when the child was on the floor of the vestibule crying he requested assistance from the assistant director Angie who came out and took the child into the office.

I did speak with the assistant director Angie who stated she did not witness any of the events leading up to the child being in the vestibule. Angie stated that the child was very upset and crying so she picked the child up and took the child to the office. Angie stated that the child continued to cry and would not say what was wrong other than to identify being tired because a sibling had been crying the night before and kept the child up.

Brendan stated that in response to the situation the center has implemented several changes. All staff driving vans have been instructed and trained to use a technique of placing an arm across a child's back at shoulder level as a means to guide a child a child if needed. An additional staff member will also be present to meet departing and returning school vans to provide additional supervision and support.

Based on the information obtained this report is substantiated as a violation of licensing standards. Licensing standards do prohibit the use of discipline that includes corporal punishment or causes pain, fear, or discomfort. All parties agree that there was a situation in which a staff member took a child by the coat to direct the child into the building. While there are some differences between the accounts provided there is credible evidence that the staff member that had been driving the van did pull the child with force sufficient to cause the child to lose balance and fall. It can not be determined whether the child was dragged into the building or walked into the building and then dropped to the floor. All parties agree that the child was very upset and crying though it is not able to determine precisely what the child was upset about. Given that the force used when taking hold of the child was excessive enough to result in the child being pulled off balance it is likely that the child would have experienced fear and may have had some pain or discomfort from this. While it can not be established what specifically the child was upset about when crying on the floor of the vestibule it is reasonable to assume that it was in part due to the situation of being pulled by the coat into the center.

Special Notes and Action Required:

This complaint is substantiated as a violation of licensing standards. The center has taken appropriate steps of implementing new procedures, and training staff. It is recommended that the center expand the training and practice regarding how to direct and guide non-responsive children to include all staff and not just those responsible to drive vans to ensure a consistent and uniform practice in the center. No further action is requested at this time. The center license will remain in full effect.

Consultant's Signature:



Date:

01/28/2015