State of New Jersey, Department of Children and Families, Office of Licensing/Child Care and Youth Residential Licensing

COMPLAINT INVESTIGATION SUMMARY REPORT

Center ID: 07LIT0029
Name of Center
Big Smiles Learning and Care
Street
540-542 Union Avenue
City, State, Zip
Belleville, NJ 07109
Director/Sponsor
Daviella Fernandez
County
Essex
Telephone
(973) 759-2223
Name of Sponsor/Board President
DJF Childcare, LLC
Street
108 Charlot Court
City, State, Zip
Piscataway, NJ 08854
Approval:
X Regular _ Temporary
Valid Until: 12/31/17
Date Allegation Received
9/1/16
Date Investigation Conducted
9/12/16

<table>
<thead>
<tr>
<th>ALLEGATIONS</th>
<th>FINDINGS</th>
<th>RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Inadequate staff/child ratios: On 9/1/16 at pick up time in the Pre-K 3</td>
<td>1. At the time of the investigation, adequate staff/child ratios were not maintained in all classrooms. In room 1, there were six children, up to 18 months of age with one staff and a second staff was needed. In room 2 there were ten children, 18 months old to 2 ½ years old with one staff and a second staff was needed. Interviews with the director designee and staff confirmed that on 9/1/16 there were 18 children with one staff in a classroom and an additional staff was needed. Further interviews indicated that adequate staff/child ratios are not maintained throughout most of the day on a daily basis. Documentation was inconclusive as staff and children’s arrival and departure times were not recorded as required. The center needs to ensure that adequate staff/child ratios are maintained at all times and documentation of staff and children’s attendance are maintained as required. Two previous violations were previously cited for maintaining adequate staff/child ratios and staff/children’s attendance records and remain outstanding.</td>
<td>Complaint Substantiated X</td>
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<td>classroom, there were eighteen children with two staff and in another room there were eighteen children with one staff.</td>
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<td>2. Lack of supervision: A named child was injured when staff were on their cellphone while providing care.</td>
<td>2. At the time of the investigation, adequate supervision was not maintained throughout the center. Staff were observed talking on their cell phones and answering the center's phone and not supervising the children in their care. Further interviews indicated that staff could not recall a specific incident wherein a named child was injured while staff were on their cell phone. Documentation was unavailable for review. The center needs to ensure that adequate supervision is maintained at all times, including times when staff must answer the center’s phone. A violation was previously cited for maintaining adequate supervision and remains outstanding.</td>
<td>Complaint Unsubstantiated</td>
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Observation at the center revealed that the center:

- Is free of imminent hazards/risk of harm: X yes, _ no
- Has adequate supervision: _ yes, X no
- Meets staff/child ratio requirements: _ yes, X no
- Is operating within licensed capacity: X yes, _ no

As a result of this inspection, 2 violations applicable to the allegations were cited, and 1 additional violation was cited.

Meghan DeGuzman, Child Care Quality Assurance Inspector 1