

COMPLAINT INVESTIGATION SUMMARY REPORT

Center ID: 08GOL0002

Complaint Number: 460

Name of Center Golden Gate Child Care Development Center	
Street 253 Maple Street	
City, State, Zip Clayton, NJ 08312	
Director/Sponsor Valerie Robinson	
County Gloucester	Telephone 856-863-4900

Name of Sponsor/Board President Gateway Gardens Inc.	
Street	
City, State, Zip	
Approval: Regular <input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Valid Until: 12/28/2017	
Date Allegation Received 6/21/2017	Date Investigation Conducted 6/23/2017, 6/27/2017

ALLEGATIONS	FINDINGS	RESULTS	
1. Inappropriate staff action: A named staff threatened a named parent in front of a named child. The staff was held back by another staff.	1. At the time of the investigation, appropriate and positive interactions between the staff and the children were observed throughout the center. Interviews with the director and staff confirmed that the incident did occur wherein the named staff was engaged in a verbal altercation with the named parent. However at no time did the named staff use threatening language to the named parent or make inappropriate remarks in the presence of any child. Further interviews indicated that both staff followed the parent to the door to ensure she left the premises. Interviews with the children were inconclusive due to their age. A review of documentation revealed that all staff were trained on the center's policies and procedures for appropriate staff actions and implement these procedures in their classrooms at all times. As a result of observation, interview and documentation this allegation could not be substantiated.	Complaint <u>Substantiated</u>	Complaint <u>Unsubstantiated</u> X

Observation at the center revealed that the center:

Is free of imminent hazards/risk of harm yes ___ no

Has adequate supervision yes ___ no

Meets staff/child ratio requirements yes ___ no

Is operating within licensed capacity yes ___ no

As a result of this inspection, 0 violations applicable to the allegations were cited, and 3 additional violations were cited.

Kelisa Felice, Child Care Quality Assurance Inspector 1