

COMPLAINT INVESTIGATION SUMMARY REPORT

Center ID: 08GOL0002

Complaint Number: 309 & 310

Name of Center Golden Gate Child 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 253 Maple Street	
City, State, Zip Clayton, NJ 08312	
Approval: <input type="checkbox"/> Regular <input checked="" type="checkbox"/> Temporary Valid Until: 12/28/2017	
Date Allegation Received 4/27/2017	Date Investigation Conducted 5/4/2017

ALLEGATIONS	FINDINGS	RESULTS	
		Complaint Substantiated	Complaint Unsubstantiated
<p>1. Inappropriate discipline: A named staff was observed grabbing a named child's arm in an aggressive manner, causing the child's feet to come off of the ground. Additionally, a named staff was observed yelling and threatening at named children after the children made an obscene gesture multiple times.</p> <p>2. Inappropriate staff actions: On 4/6/2017, a named two year old was hit and dragged by a named staff, causing scratches and a cut on the lip.</p>	<p>1. At the time of the investigation, appropriate and positive interactions were observed throughout the center, including between the named staff and the children. The director designee and the named staff denied that a named child's arm was grabbed in aggressive manner or that the named children threatened by any staff. However, further interviews with the director designee and staff and a review of documentation revealed that the named staff did yell at the named children after they had made obscene hand gestures multiple times. The director designee immediately addressed the named staff's inappropriate tone and volume when speaking to the children. Interviews with the school age children confirmed that the director designee had addressed the named children's behavior but denied that a named staff had made any threatening comments to the named children. The center needs to ensure that staff interact with the children in a positive and appropriate manner at all times. Additionally, all staff need to be retrained on the center's positive guidance and discipline policy.</p> <p>2. At the time of the investigation, appropriate and positive interactions were observed throughout the center, including in the two year old classroom. Interviews with the director designee and staff denied that a named child was dragged and hit by a named staff on 4/6/2017. Further interviews revealed that the named child came to the center with scratches on the forehead. Interviews with the children were inconclusive due their age. Documentation confirmed that all staff were trained on the center's policy for positive interactions and that they implement these practices in their classrooms at all times. As a result of observation, interview and documentation, this allegation could not be substantiated.</p>	<p>X</p>	<p>X</p>