

State of New Jersey
Department of Children and Families

Office of Licensing

License ID: 15DOV0001

COMPLAINT INVESTIGATION SUMMARY REPORT

Complaint # 1113

Name of Center: Ocean Kids Academy			Name of Sponsor/Board President: Ocean Kids Academy, LLC		
Street: 1172 Church Road			Street: 1172 Church Road		
City: Toms River	State: NJ	Zip: 08755	City: Toms River	State: NJ	Zip: 08755
Phone: (732) 244-7070	County: Ocean		License Status: Regular 3/14/2020	Date Allegation(s) Received: 12/20/2018	Date(s) Investigation Conducted: 1/3/2019

ALLEGATIONS	FINDINGS	RESULTS
1. Inadequate procedures for expulsion: The center did not give a reason why a child was expelled from the center. The center did not follow their expulsion policy.	1. At the time of the investigation, a review of documentation revealed that although the center developed a written expulsion policy that met all requirements by the OOL, the named parent, did not sign off on receipt of the document as required. Interviews with the director and staff and further documentation confirmed that the center terminated the named child's enrollment at the center due to the parent's verbally abusive behavior during a telephone call. Although the reasons for expulsion were in accordance with the center's policies for immediate termination, the parents were not informed as to why their child was expelled from the center. The center needs to ensure that adequate procedures for the expulsion are adhered to at all times including securing signatures of all parents attesting to the receipt of the policy, documenting incidents of expulsion and adhering to the reasons and timeline for expulsion.	1. Substantiated
2. Inadequate health procedures: A named child was sent home from the center due to a suspected illness. Upon returning to the center with a cleared doctor's note, the center demanded lab results. The center is not following their illness policy.	2. Interviews with the director and staff and a review of documentation revealed that adequate health procedures were not adhered to when the name child was excluded from the center. As per the center's policies, children may return to the center after an illness, once they have a physician's note stating that they are not contagious and able to participate in the program. The named parent followed the policy and the child returned to the center after an illness with a physician's note stating that the child was not contagious and could participate and return to group care. However, the center refused to allow the child to return to the center due to the child's coughing and requested that	2. Substantiated

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	<p>the child be tested for RSV and return with an additional note from a health care provider. That decision contradicted the center's policy. The center needs to ensure that adequate health procedures are adhered to at all times including adhering to the center's communicable disease policy for excluding and readmitting children.</p>	
<p>3. Inadequate procedures for screen time: The center not following their tv/technology policy. The center is allowing children under the age of 2 to watch movies.</p>	<p>3. At the time of the investigation, adequate procedures for screen time were adhered to at the center and no children under the age of 2 were observed watching a movie. However, interviews with the director and staff revealed that at times, children under the age of two watch movies on the iPad. The center needs to immediately prohibit the use of any screen time for children under the age of two years old. Additionally, the center needs to develop and implement a screen time policy that includes no screen time for children under the age of two-years-old, ensure that television/screen time is not used as a substitute for planned activities or for passive viewing and ensure that adequate procedures for screen time are adhered to in all classrooms throughout the center at all times.</p>	<p>3.Substantiated</p>
<p>4. Unsafe conditions: Staff in the infant/toddler rooms are using bucket seats without straps. A child was observed almost falling out of the bucket seat.</p>	<p>4. At the time of the investigation, safe conditions were not maintained in the infant/toddler rooms. Although all bucket seats were equipped with the required safety straps, one child was observed in the seat and was not strapped in as required. Interviews with the director and staff denied that any child almost fell out of a seat and indicated that safe conditions are maintained at all times. The center needs to ensure that manufacturer's instructions for proper use of bucket seating is adhered to at all times including strapping children in the seat at all times as required.</p>	<p>4.Substantiated</p>
<p>5. Unsanitary Conditions: Staff are checking children's diapers on top of stacked sleeping cots instead of using a changing table.</p>	<p>5. At the time of the investigation, sanitary conditions were not maintained in the toddler wherein staff were observed changing children's diapers on top of a stack of cots. Additionally, required procedures for cleaning and sanitizing diapering surfaces after each use, washing hands after diaper changes and before meals were not adhered to by staff or children. Interviews with the director and staff confirmed that this is the regular procedure for diaper changing in the toddler room. The center needs to ensure that children's</p>	<p>5.Substantiated</p>

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	<p>diapers are changed on a designated diapering surface that is flat, smooth, clean, dry, and non-absorbent and only used for diapering. Additionally, the center needs to ensure that adequate procedures for handwashing and cleaning diapering surfaces is adhered to and sanitary conditions are maintained at all times.</p>	
<p>6. The center is not meeting the needs of the child: Staff are not changing diapers within the 2-hour required time frame. A child came home with a severe diaper rash.</p>	<p>6. At the time of the investigation, the needs of the children were met in all classrooms. Children’s diapers were changed every two-hours throughout the day and as needed. Interviews with the staff and a review of documentation including the center’s diapering board, indicated that the children’s diapers are changed every two-hours and immediately as needed. Staff denied the allegation that the named child’s diaper was not changed as needed or that the child went home with a diaper rash at any time. As a result of observation, interview and documentation this allegation could not be substantiated.</p>	<p>6.Unsubstantiated</p>
<p>7. Inadequate feeding procedures: Staff in the infant room are not feeding children the food brought in by the parent. A child’s food was in their cubby untouched all day and was given another child’s food.</p>	<p>7. At the time of the investigation, adequate procedures for feeding infants were adhered to at the center. Infants were fed their own food and in accordance with their specific feeding plans and all food was labeled with each child’s name on the containers. Interviews with the director and staff indicated that they were not aware of any incident wherein a child’s food was given to another child or an infant was not provided with the food brought in by the parent and stated that the incident did not occur. Further interviews and documentation including infant’s feeding plans, and daily logs revealed that staff adhere to infants individual feeding schedules and maintain regular communication with parents regarding each child’s feeding. As a result of observation, interview and documentation this allegation could not be substantiated.</p>	<p>7.Substantiated</p>
<p>8. Inappropriate staff actions: Staff discuss confidential personal and health related information about children to other staff and parents.</p>	<p>8. At the time of the investigation, appropriate and positive staff interactions were observed throughout the center. Interviews with the director and staff denied the allegation and indicated that at no time was any staff observed discussing confidential information about children to other staff and parents or speaking in an inappropriate manner at any time. A review of documentation revealed that all staff were trained on the center’s policies and</p>	<p>8.Unsubstantiated</p>

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	procedures for appropriate staff actions and implement them in their class at all times. As a result of observation, interviews and documentation this allegation could not be substantiated.	
9. Inappropriate discipline: A staff in the toddler room constantly yells at the children and are not following the center's discipline policy.	9. At the time of the investigation, appropriate and positive methods of guidance and discipline were implemented in all classrooms, including in the toddler classroom. Interviews with the director and staff denied the allegation and indicated that no staff was observed yelling at the children or not adhering to the center's discipline policy. A review of documentation revealed that all staff were trained on the center's policies and procedures for positive guidance and discipline and implement them in their class at all times. As a result of observation, interviews and documentation this allegation could not be substantiated.	9.Unsubstantiated

Inspector(s) Name(s) and Title(s): Gayle Somers, Child Care Quality Assurance Inspector I, Melissa Mandeville, Child Care Quality Assurance Inspector II