

State of New Jersey
Department of Children and Families
Office of Licensing

License ID: 170800057Complaint # 660

COMPLAINT INVESTIGATION SUMMARY REPORT

Name of Center: The Growing Palace		
Street: 672 Main Street		
City: Sewell	State: NJ	Zip: 08080
Director: Charlene Wiltbank	Head Teacher: Kimberly A. Bowers	
Phone: (302)293-7237	County: Gloucester	

Name of Sponsor/Board President: The Growing Palace		
Street: 147 Abbigail Xing		
City: Townsend	State: DE	Zip: 19734
License Status: Temporary 9/25/2018		
Date Allegation(s) Received: 8/6/2018	Date(s) Investigation Conducted: 8/9/2018	

ALLEGATIONS	FINDINGS	RESULTS
1. Illegal transportation: Staff transport children in their personal vehicles. The center is transporting 4 children in a vehicle which exceeds the number of operable seatbelts.	1. At the time of the investigation, there was no evidence of the center transporting any children, including in staff's personal vehicles. Interviews with the director designee and staff denied the allegation and indicated that the staff do not transport children in their personal vehicles at any time and center does not provide any transportation for any children. Interviews with the children denied that staff ever transport the children and indicated that parents transport their own children at all times. Further interviews and documentation revealed that parents are responsible for providing their own transportation for their child at all times, including during field trips. As a result of observation, interview and documentation, this allegation could not be substantiated.	<u>1. Unsubstantiated</u>
2. Lack of credentialed staff: The center does not have a head teacher.	2. At the time of the investigation, the head teacher was present at the center. Interviews with the director designee and staff and a review of documentation revealed that the center recently replaced the head teacher upon the termination of the previous head teacher. Further interviews and documentation confirmed that the new head teacher met all conditions for OOL approval as the credentialed head teacher and is present at the center for the required hours. As a result of observation, interview and documentation, this allegation could not be substantiated.	<u>2. Unsubstantiated</u>

ALLEGATIONS	FINDINGS	RESULTS
<p>3. Inadequate hours of credential staff: The director is never at the day care.</p>	<p>3. At the time of the investigation, the current OOL approved and credentialed director was not present at the center. Interviews with the director designee and staff indicated that the director is present at the center at least 50% of the center’s daily operating hours. A review of documentation revealed that all credentialed staff, including the director are present at the center daily as required. As a result of observation, interview and documentation, this allegation could not be substantiated.</p>	<p><u>3. Unsubstantiated</u></p>
<p>4. Inadequate procedures for center management: Center management allowed an 11-year-old to watch some children.</p>	<p>4. At the time of the investigation, adequate procedures by center management were adhered to at the center. All children were supervised by center staff and no school-age children were permitted to watch other children. Interviews with the director designee and staff denied the allegation that an 11-year-old child watches or supervises any children at any time. Further interviews indicated that at times the center mixes age groups, wherein a school-age child interacts with younger children in the classroom, however, the older child is not responsible for the children in the room, staff adequately supervise all children and staff/child ratios are adjusted to ensure that mixed-age ratios are maintained. As a result of observation and interview, this allegation could not be substantiated.</p>	<p><u>4. Unsubstantiated</u></p>

<p align="center">Observation at the center revealed that the center:</p> <p>Is free of imminent hazards/risk of harm: Yes Has adequate supervision: Yes Meets staff/child ratio requirements: Yes Is operating within licensed capacity: Yes</p>	<p>As a result of this inspection 0 violation(s) applicable to the allegations was cited and 1 additional violation(s) was cited.</p>
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Inspector(s) name(s) and title(s):
 Sharnessa Bond, Child Care Quality Assurance Inspector 1