

COMPLAINT INVESTIGATION SUMMARY REPORT

Center ID: 18ABR0001

Complaint Number: 225

Name of Center Blooming Hearts Child Development Center, Inc.	
Street 313 Triangle Road	
City, State, Zip Hillsborough, NJ 08844	
Director/Sponsor Ume Choudhry	
County Somerset	Telephone (908) 392-5990

Name of Sponsor/Board President Blooming Hearts Child Development	
Street	
City, State, Zip	
Approval: <input checked="" type="checkbox"/> Regular <input type="checkbox"/> Temporary Valid Until: 12/31/2017	
Date Allegation Received 3/23/2017	Date Investigation Conducted 4/03/2017 and 4/27/2017

ALLEGATIONS	FINDINGS	RESULTS	
		Complaint Substantiated	Complaint Unsubstantiated
1. Inadequate staff/child ratios: On 3/15/2017 when the public school district was closed for a snow day, there were twenty school age children with one staff.	1. At the time of the investigation at 5:00pm, adequate staff/child ratios were not maintained at the center. In room 1 there were 13 children, ages 0-13 years old, with one staff present and an additional staff was needed. A review of documentation and interviews with the director confirmed that the center was open during a public school district snow day on 03/15/2017 and there were 18 children alone with 1 staff present and a second staff member was required. Further interviews indicated that on 03/15/2017, a named staff who is regularly scheduled to close the center did not work due to the weather conditions and the center did not have a substitute plan. The center needs to establish and maintain a staff substitute system and maintain the required staff to meet ratios at all times. Additionally, the center needs to retrain all staff on the center's policies and procedures for adequate staff/child ratios by an outside agency.	X	
2. Overcrowded conditions: The number of children in each classroom exceeds the licensed room capacity.	2. At the time of the investigation, the number of children in all classrooms except for room 1 did not exceed the licensed room capacity. In room 1 there were thirteen children present with a room capacity of thirteen. Interviews with the director and staff and documentation revealed that when the classrooms are combined between 5:00pm and 6:00pm, the daily enrollment exceeds the licensed room capacity in room 1. The center needs to ensure that adequate space is provided for the children and that classrooms operate within their licensed capacity at all times.	X	
3. Lack of supervision: Approximately four months ago at pick-up between 5:00pm and 6:00pm, a named parent observed four to five children, ages three to six	3. At the time of the investigations on 4/3/2017 at 5:00pm and on 4/27/2017, adequate supervision was maintained throughout the center, including in all classrooms on the main level. An interview with the director on 4/3/2017 indicated that she was unaware of the named incident where, approximately 4 months ago, 4-5 children, ages 3-6 years old, were left unsupervised on the main level of the center with no staff present. On 4/27/2017 further interviews	XZ	

<p>years old, on the main level of the center with no staff present in the area.</p>	<p>with staff revealed that they could not confirm the named incident, but indicated that adequate supervision is not maintained throughout the center at all times whereas a named staff will occasionally leave the children in her care unattended in their classroom for short periods of time to tend to personal business. Although interviews with the children were inconclusive as they were unable to confirm if they were left unsupervised by any staff, interviews with the named staff confirmed that she has occasionally left the children unsupervised in the classroom for short periods of time. The center needs to retrain all staff on the center's policies and procedures for adequate supervision and ensure that the children are supervised at all times.</p>		
<p>4. Inappropriate staff action: A named staff put a named child in time out for something that he did not do.</p>	<p>4. At the time of the investigations on 4/3/2017 and 4/27/2017 appropriate and positive interactions between the staff and the children were observed throughout the center. On 4/3/2017, the director stated that she was not aware of an incident wherein a named child was put in time out for something that he did not do. Further interviews on 4/27/2017 with the director and staff indicated that no staff was observed placing a child in time out and the practice of time-out is not used as a means of discipline. Further interviews indicated that the center's positive guidance and discipline policy is to redirect children for inappropriate behaviors. Interviews with the children revealed that they were never inappropriately placed in time out. Documentation revealed that all staff were trained on the center's policies and procedures for positive guidance and discipline and implement these techniques in their classrooms at all times. As a result of observation, interview and documentation, this allegation could not be substantiated.</p>		<p>X</p>

Observation at the center revealed that the center:

Is free of imminent hazards/risk of harm yes ___ no
 Meets staff/child ratio requirements ___ yes no

Has adequate supervision yes ___ no
 Is operating within licensed capacity yes ___ no

As a result of this inspection, 5 violations applicable to the allegations were cited, and 2 additional violations were cited.

Andrea Headley-Hall, Child Care Quality Assurance Inspector 1