

**COMPLAINT INVESTIGATION SUMMARY REPORT**

Center ID:18KID0003

Complaint Number: 530

Name of Center Kids Come First Learning Center	
Street 526 Easton Avenue	
City, State, Zip Somerset, NJ 08873	
Director/Sponsor Elizabeth Zarro	
County Somerset	Telephone 732-828-9400

Name of Sponsor/Board President Kids-Dot-Rom, Inc.	
Street	
City, State, Zip	
Approval: Regular <input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Valid Until: 12/11/2017	
Date Allegation Received 7/27/2017	Date Investigation Conducted 8/4/2017

ALLEGATIONS	FINDINGS	RESULTS	
		Complaint Substantiated	Complaint Unsubstantiated
1. Inappropriate staff action: A named staff is insulting and verbally abusive to the parents in the presence of the children. At pick up, the named staff told a named parent that she did not want her two children at the center. The named staff called the children inappropriate names taped notes on the children's backs when they run out of materials.	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 indicated the no staff was observed interacting in an inappropriate manner with the children or parents or taped notes on the children's backs. The named staff denied the allegation and indicated that she would not interact with the children or parents inappropriately nor would she tape notes on the children's backs. Further interviews revealed that when a child is in need of supplies it is noted on their daily report and put in the cubbies. After several notices are sent home and the supplies are not received then the staff will tape a note to the front of the child's sweater or jacket while it is hanging in the cubby. Documentation revealed that all staff were trained on appropriate interactions with the children and parents and implement this policy in their classrooms at all times. As a result of observation, interview and documentation this allegation could not be substantiated.		X
2. Inadequate health procedures: In one year two named children have contracted twenty-two ear infections while in care at the center.	2. At the time of the investigation adequate health procedures were maintained at the center. Interviews with the director and staff indicated that adequate health procedures are adhered to at all times and there were no children who were repeatedly ill at the center. A review of the illness log illness revealed that there were no children who were repeatedly ill while in care at the center. As a result of observation, interview and documentation this allegation could not be substantiated.		X

State of New Jersey, Department of Children and Families, Office of Licensing/Child Care and Youth Residential Licensing

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, 0 violations applicable to the allegations were cited, and 3 additional violations were cited.

Kathleen Smith, Child Care Quality Assurance Inspector 2

Patricia Schwing, Child Care Quality Assurance Inspector 1