

State of New Jersey
Department of Children and Families

Office of Licensing

License ID: 20PLA0014

COMPLAINT INVESTIGATION SUMMARY REPORT

Complaint # 59

Name of Center: Playhouse Development Center, LLC			Name of Sponsor/Board President: Playhouse Development Center, LLC		
Street: 1101 South Avenue			Street: 1101 South Avenue		
City: Plainfield	State: NJ	Zip: 07062	City: Plainfield	State: NJ	Zip: 07062
Phone: (908) 412-8909	County: Union		License Status: Regular 1/6/2021	Date Allegation(s) Received: 1/15/2019	Date(s) Investigation Conducted: 1/24/2019

ALLEGATIONS	FINDINGS	RESULTS
1. Unsafe Environment: A named child sustained a head injury after falling on the floor at the center while running around the classroom.	1. At the time of the investigation, a safe environment was maintained throughout the center, including in the named child's classroom. However, interviews with the director and staff and a review of the center's video surveillance footage revealed that the incident did occur wherein the named child was running around the classroom and fell causing injury to the child's head. The center needs to ensure that children do not run around the classroom and that a safe environment is maintained at all times.	1.Substantiated
2. Inadequate procedures for incidents: The center may not be completing incident reports accurately as it was documented that the named child hit their head on a cot when the video footage indicated otherwise.	2. Interviews with the staff and a review of documentation confirmed that adequate procedures for incidents occurring at the center were not adhered to when the named incident occurred. Although the center did document an incident report as required, a review of the incident on the center's video surveillance revealed that the information provided to the parent was inaccurate. The incident report stated that the child's head was hit on a cot, however the video footage showed that the child's head was hit on a toy bed. The center needs to ensure that adequate procedures for incidents occurring at the center are adhered to at all times including accurate information of the incidents.	2.Substantiated
3. Inadequate procedures for releasing a child: The center may not be adhering to it's release policy.	3. At the time of the investigation, adequate procedures for releasing children were adhered to. However, interviews with the director and staff revealed that staff did not comply with the center's release policy when they released a named child to a family member without checking the family member's	3.Substantiated

ALLEGATIONS	FINDINGS	RESULTS
	<p>identification. The center needs to ensure that adequate procedures for releasing children are adhered to at all times including checking the identification of persons picking children up. Additionally, the center needs to retrain all staff on the center's release policy.</p>	
<p>4. Lack of supervision: In December 2018, a named child was observed to have "bolted" out of the front door of the center and was outside of the center unsupervised for approximately 10-15 minutes.</p>	<p>4. At the time of the investigation, adequate supervision was maintained in all classrooms throughout the center. Interviews with the director and staff denied the allegation and indicated that no child was observed bolting out of the front door of the center or outside of the center unsupervised at any time and indicated that the incident did not occur. A review of documentation revealed that all staff were trained on the center's policies and procedures for supervision and implement these procedures in their classrooms at all times. As a result of observation, interview and documentation this allegation could not be substantiated.</p>	<p>4.Unsubstantiated</p>
<p>5. Inappropriate staff action: A staff was observed to lift the head of a named child who was sleeping on the bus and the child's head hit the metal frame of the window.</p>	<p>5. At the time of the investigation, appropriate and positive staff interactions were observed in all classrooms throughout the center. Interviews with the director and staff denied the allegation and indicated that at no time was any staff observed lifting the head of any child on the bus resulting in the child's head hitting the metal frame of the window or acting in an inappropriate manner at any time. Staff indicated that they had no knowledge of any incident and stated that the incident did not occur. A review of documentation revealed that all staff were trained on the center's policies and 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.</p>	<p>5.Unsubstantiated</p>

Inspector(s) Name(s) and Title(s): Noel Roman, Child Care Quality Assurance Inspector I, Sharonda Clark, Child Care Quality Assurance Inspector I