

Statement of Deficiencies

1509-A.5: Complaint Policy

Not Met

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Parents shall be advised of the licensing authority of the Licensing Division along with the current telephone number and email address. Parents shall also be advised that they may call or write the Licensing Division should they have significant, unresolved licensing complaints.

Finding:

1509-A.5. Based on record review, the early learning center's Complaint Policy did not include Licensing Division's email address. CORRECTED

1511-A.3: Receiving and Releasing Children procedure

Not Met

1511-A.3: An early learning center shall establish in writing and implement procedures for: Receiving and releasing a child from the center.

Finding:

1511-A.3: Based on record review, the early learning center did not establish in writing the following procedures for releasing a child from the center.

- a. The parent may further authorize additional individuals via a text message, fax or email to the center in unplanned situations and follow it with a written authorization.
- b. A child shall never be released to anyone unless authorized in writing by the parent.
- c. Any additions and deletions to the list of authorized individuals shall be signed and dated by the parent, and
- d. The center shall verify the identity of the authorized person prior to releasing the child. CORRECTED