

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: Policy did not include Licensing's email address. CORRECTED

1915-A: Health Services - Observation

Not Met

1915-A: Observation. Upon arrival at the center, the physical condition of each child shall be observed for possible signs of illness, infections, bruises or injuries, and when something is observed, it shall be documented and such documentation shall include an explanation from the parent or child.

Finding:

1915-A Based on record review: Documentation of observations did not include an explanation from the parent or child.