

## Statement of Deficiencies

### 1503-A-C: General Liability Insurance Policy

Not Met

1503-A-C: A. A center shall maintain in force at all times current commercial liability insurance for the operation of the center to ensure medical coverage for children in the event of accident or injury.

B. A center is responsible for payment of medical expenses of a child injured while in the center's care.

C. Documentation of commercial liability insurance shall consist of the insurance policy or current binder that includes the name of the early learning center, physical address of the center, name of the insurance company, policy number, period of coverage and explanation of the coverage.

#### Finding:

1503-A-C Based on record review: Provider failed to have in force at all times current commercial liability insurance for the operation of the center to ensure medical coverage for children in the event of accident or injury, as evidenced by no documentation of current insurance on 7/25/17.

### 1513-A.1-2: Schedules

Not Met

1513-A.1-2: An early learning center shall establish in writing and post the following schedules:

1. Schedule of days and hours of operation, including scheduled days and holidays when center is closed; and
2. Daily schedule that includes times of planned activities, including early learning activities, allowing for flexibility and change.

#### Finding:

1513-A.1-2 Based on record review: Provider failed to post schedule of days and hours of operation, including scheduled days and holidays when center is closed;

### 1509-A.1: Child Abuse and Neglect Policy

Not Met

1509-A.1: Child Abuse and Neglect Policy

a. As mandated reporters, all staff and owners shall report any suspected abuse or neglect of a child to the Louisiana Child Protection Statewide Hotline 1-855-4LA-KIDS (1-855-452-5437);

b. An early learning center shall not delay the reporting of suspected abuse or neglect to the Child Protection Statewide Hotline in order to conduct an internal investigation to verify the abuse or neglect allegations; and

c. An early learning center shall not require staff to report suspected abuse or neglect to the center or management prior to reporting it to the Child Protection Statewide Hotline.

#### Finding:

1509-A.1 Based on record review: provider failed to have Child Abuse policy, which stated staff are mandated reporters, and center's policy did not include Child Protection's telephone number.

### 1509-A.2: Non-Discrimination Policy

Not Met

1509-A.2: Non-discrimination Policy that prohibits discrimination on the basis of race, color, creed, sex, national origin, handicap, ancestry or whether a child is being breastfed.

#### Finding:

1509-A.2 Based on record review: provider failed to have Non-discrimination Policy that prohibits discrimination on the basis of race, color, creed, sex, national origin, handicap, ancestry or whether a child is being breastfed.

### 1509-A.4: Disclosure of Information Policy

Not Met

1509-A.4: Disclosure of Information Policy that provides notice to parents of the licensing authority of the Licensing Division and the availability of licensing surveys/inspections, regulations and information regarding early learning centers from the Department of Education website.

#### Finding:

1509-A.4 Based on record review: Provider failed to have Disclosure of Information Policy that provides notice to parents of the licensing authority of the Licensing Division and the availability of licensing surveys/inspections, regulations and information regarding early learning centers from the Department of Education website.

## Statement of Deficiencies

### 1509-A.5: Complaint Policy

Not Met

#### 1509-A.5: Complaint Policy

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: Provider's policy did not have the correct email address, and it refers to Licensing as a section of DCFS.

### 1509-A.7: Parental Involvement Policy

Not Met

#### 1509-A.7: Parental Involvement Policy

Parents shall be offered a minimum of two opportunities for involvement each year, which may include but are not limited to, an open house, parent education session, parent and staff conference, family pot luck dinner, holiday party or parent or grandparent's day.

#### Finding:

1509-A.7 Based on record review: Provider did not have a policy stating parents shall be offered a minimum of two opportunities for involvement each year, which may include but are not limited to, an open house, parent education session, parent and staff conference, family pot luck dinner, holiday party or parent or grandparent's day.

### 1509-A.8. a-b: Behavior Management Policy

Not Met

#### 1509-A.8. a-b: Behavior Management Policy

Each center shall develop and implement a written behavior management policy describing the methods of behavior guidance and management that shall be used at the center.

The behavior management policy shall prohibit children from being subject to any of the following:

- i. physical or corporal punishment which includes but is not limited to yelling, slapping, spanking, yanking, shaking, exposure to extreme temperatures or other measures producing physical pain, putting anything in the mouth of a child, requiring a child to exercise, or placing a child in an uncomfortable position.
- ii. verbal abuse, which includes but is not limited to using offensive or profane language, telling a child to "shut up", or making derogatory remarks about children or family members of children in the presence of children;
- iii. the threat of a prohibited action even if there is no intent to follow through with the threat;
- iv. being disciplined by another child;
- v. being bullied by another child;
- vi. being deprived of food or beverages;
- vii. being restrained by devices such as high chairs or feeding tables for disciplinary purposes; and
- viii. having active play time withheld for disciplinary purposes, except timeout may be used during active play time for an infraction incurred during the playtime.

#### Finding:

1509-A.8. a-b Based on record review: Provider's policy did not state all prohibited types of discipline. It did not include the following:

- iii. the threat of a prohibited action even if there is no intent to follow through with the threat;
- iv. being disciplined by another child;
- v. being bullied by another child;
- vi. being deprived of food or beverages;
- vii. being restrained by devices such as high chairs or feeding tables for disciplinary purposes; and
- viii. having active play time withheld for disciplinary purposes, except timeout may be used during active play time for an infraction incurred during the playtime.

### 1509-A.9: Electronic Devices Policy

Not Met

1509-A.9: Electronic Devices Policy that provides that all activities involving electronic devices, including but not limited to television, movies, games, videos, computers and hand held electronic devices, shall adhere to the following limitations:

- a. Electronic device activities for children under age two are prohibited; and
- b. Time allowed for electronic device activities for children ages 2 and above shall not exceed 2 hours per day.

## Statement of Deficiencies

**Finding:**

1509-A.9 Based on record review: Provider failed to have electronic device policy.

---

**1509-A.10: Computer Practices Policy**

**Not Met**

1509-A.10: Computer Practices Policy that requires computers that allow internet access by children to be equipped with monitoring or filtering software that limits access by children to inappropriate web sites, e-mail, and instant messaging.

**Finding:**

1509-A.10 Based on record review: provider failed to have computer practice policy.

---

**1509-A.11: Programs, Movies and Video Games Policy**

**Not Met**

1509-A.11: Programs, Movies and Video Games Policy

- a. Programs, movies, and video games with violent or adult content, including but not limited to soap operas, television news, and sports programs aimed at audiences other than children, shall not be permitted in the presence of children.
- b. All television, video, DVD, or other programming shall be suitable for the youngest child present.
- c. "PG" programming or its television equivalent shall not be shown to children under age 5.
- d. "PG" programming shall only be viewed by children age 5 and above and shall require written parental authorization.
- e. Any programming with a rating more restrictive than "PG" is prohibited.
- f. All video games shall be suitable for the youngest child with access to the games.
  - i. "E10+" rated games shall be permitted for children ages 10 years and older.
  - ii. "T" and "M" rated games are prohibited.

**Finding:**

1509-A.11 Based on record review: Provider failed to have Programs, Movies and Video Games Policy

---

**1723-A.&B.: CPR Certification**

**Not Met**

1723-A.&B.: Infant and child CPR

Fifty percent of staff members on the premises of a center and accessible to children, or at least four staff on the premises and accessible to children, whichever is less, shall have current certification in infant and child CPR.

Adult CPR

Centers shall have at least one staff member on the premises and accessible to children trained in Adult CPR if there is a child eight years or older on the premises.

**Finding:**

Based on record review: Provider failed to have at least 50% of staff present with CPR. One of 4 staff present had this training.

---

**1723-C.-D.: Pediatric First Aid**

**Not Met**

1723-C.-D.:

C. Pediatric First Aid - Beginning on July 1, 2016, Fifty percent of staff members on the premises of a center and accessible to children, or at least four staff on the premises and accessible to children, whichever is less, shall have current certification in Pediatric First Aid.

D. Certification - A copy of the certification for each such staff member shall be on-site at all times and available for inspection by the Licensing Division.

**Finding:**

Based on record review: Provider failed to have at least 50% of staff present with Pediatric First Aid. One of 4 staff present had this training.

## **Statement of Deficiencies**

### **1921-A: Emergency Preparedness and Evacuation Planning**

**Not Met**

1921-A: The director shall consult with appropriate state and local authorities and shall establish and follow a written multi-hazard emergency and evacuation plan to protect children in the event of emergencies that at a minimum shall:

1. address any potential disaster related to the area in which the center is located;
2. include procedures for sheltering in place, lockdown and evacuation to a pre-determined site for potential threats to the safety, health and well-being of children in care;
3. include specific procedures for handling infants through two year olds;
4. include specific procedures for handling children with special needs, including the evacuation and transportation of children in wheelchairs;
5. include a system to account for all children;
6. include a system, and a back-up system, for contacting parents and authorized third party release caretakers;
7. include a system to reunite children and parents following an emergency;
8. include procedures for providing information about the emergency plan to parents at the time of enrollment and when changes occur;
9. be reviewed annually for accuracy and updated as changes occur; and
10. be reviewed with all staff at least once per year.
11. practice drills shall be conducted at least twice per year to include all children and shall be documented.

#### **Finding:**

1921-A Based on record review: Provider failed to have an emergency and evacuation plan.

---