

Center Name: Generations of Learning North		Address: 2601 W. Berrendo Road Roswell, NM 88201			Phone: (575)622-2242		
License Number: 103534	Issue Date: 08/16/2017	Expiration Date: 08/15/2018	Type: 2 Star Child Care Center		Status: Licensed		
Capacity					Census		
Over Age 2:	129	Under Age 2:	28	Night Care:	0	Playground:	0
		Over 2:	43	Under 2:	31		
Days and Hours of Operation							
	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>	<u>Sunday</u>
Opening Times:	07:00 AM	07:00 AM	07:00 AM	07:00 AM	07:00 AM	Closed	Closed
Closing Times:	06:00 PM	06:00 PM	06:00 PM	06:00 PM	06:00 PM		
# of Classrooms: 10	Purpose: Complaint		Date: 01/25/2018		Time: 02:40 PM		
Comments Survey visit to close complaint investigation dated 11/07/2017 and serve COO letter for corrective action. Provider paid sanction and waived appeal.							

A SURVEY OF YOUR FACILITY HAS BEEN MADE AND YOU ARE NOTIFIED OF NON-COMPLIANCE OF THE REGULATIONS AS NOTED BELOW:

Licensure

8.16.2.11 A TYPES OF LICENSES	Not Inspected
8.16.2.11 B RENEWAL OF LICENSE	Not Inspected
8.16.2.11 D NON-TRANSFERABLE RESTRICTIONS OF LICENSE	Not Inspected
8.16.2.12 A, K, M LICENSING ACTIONS AND ADMINISTRATIVE APPEALS <u>Deficiencies</u> The licensing department may initiate negative licensing action based on violations of regulations that place the health, safety or welfare of children at risk. Regulation: 8.16.2.12A <u>Corrective Action Plan</u> The licensee will abide by the conditions set forth in the COO letter to ensure correction and ongoing compliance with all licensing requirements. Date to be Completed: 01/24/2018	Non-compliance
8.16.2.17 E, F SURVEYS FOR CHILD CARE FACILITIES	Not Inspected
8.16.2.18 D COMPLAINTS	Not Inspected
8.16.2.21 A LICENSING REQUIREMENTS	Not Inspected
8.16.2.21 B CAPACITY OF CENTERS	Not Inspected
8.16.2.21 C INCIDENT REPORTING REQUIREMENTS	Not Inspected
Administrative Requirements	
8.16.2.22 A ADMINISTRATION RECORDS	Not Inspected
8.16.2.22 B MISSION, PHILOSOPHY AND CURRICULUM STATEMENT	Not Inspected
8.16.2.22 C POLICY AND PROCEDURES	Not Inspected
8.16.2.22 D FAMILY HANDBOOK	Not Inspected
8.16.2.22 E CHILDREN'S RECORDS	Not Inspected

Center Name: Generations of Learning North	License Number: 103534	Date: 01/25/2018
Administrative Requirements		
8.16.2.22 F PERSONNEL RECORDS		Not Inspected
8.16.2.22 G PERSONNEL HANDBOOK		Not Inspected
Personnel & Staffing		
8.16.2.23 A PERSONNEL AND STAFFING REQUIREMENTS <u>Deficiencies</u> The child in the 4 year old classroom was left unattended when placed in the bathroom to calm down on at least two separate occasions. A third occasion the child was placed in the bathroom and the door held shut reportedly for the safety of the child. Regulation: 8.16.2.23A(9) <u>Corrective Action Plan</u> Requirements for supervision of children whether inside or outside the facility will be reviewed with staff. Other corrective actions are listed on the COO letter. Date to be Completed: 01/24/2018		Non-compliance
8.16.2.23 B STAFF QUALIFICATIONS AND TRAINING		Not Inspected
8.16.2.23 C STAFF/CHILD RATIOS AND GROUP SIZES		Not Inspected
Services & Care of Children		
8.16.2.24 A GUIDANCE <u>Deficiencies</u> A prohibited guidance practice was used in the 4 yr. old classroom as evidenced by the use of withdrawal of outdoor activities; humiliation; unsupervised separation. This is evidenced by a child being placed in the bathroom with the door closed, placing a child in the restroom to "keep the noise level down" in the class, and utilizing the bathroom as a "safe place" for the child to calm down when having "fits". Regulation: 8.16.2.24A(4) <u>Corrective Action Plan</u> The center's guidance policy and practices will be reviewed with staff to ensure the use of only appropriate guidance and methods that encourage self-discipline. Date to be Completed: 01/24/2018		Non-compliance
8.16.2.24 B NAPS OR REST PERIOD		Not Inspected
8.16.2.24 C ADDITIONAL REQUIREMENTS FOR INFANTS AND TODDLERS		Not Inspected
8.16.2.24 D DIAPERING AND TOILETING		Not Inspected
8.16.2.24 E ADDITIONAL REQUIREMENTS FOR CHILDREN WITH SPECIAL NEEDS		Not Inspected
8.16.2.24 F ADDITIONAL REQUIREMENTS FOR NIGHT CARE		Not Inspected
8.16.2.24 G PHYSICAL ENVIRONMENT		Not Inspected
8.16.2.24 H SOCIAL-EMOTIONAL RESPONSIVE ENVIRONMENT		Non-compliance

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01/25/2018

Services & Care of Children

Deficiencies

During the inspection, it was observed that the educator in the 4 year old classroom was not calm when a stressful situation occurred when a child would have prolonged crying "fits" the educator elected to place the child in the bathroom and held the door closed to prevent the child from running out of the classroom.

Regulation: 8.16.2.24H(1)

Corrective Action Plan

Educators should remain calm in stressful situations.

Date to be Completed: 01/24/2018

Deficiencies

Educators in the 4 yr. old room failed to talk, actively listen, and respond appropriately to children when turning her back to a child outside which incited further "fits" by the child. The educator also turned her back to the child while outside to ignore the "fit" the child was having.

Regulation: 8.16.2.24H(2)

Corrective Action Plan

Educators will talk, actively listen, and respond appropriately to children.

Date to be Completed: 01/24/2018

Deficiencies

Educators in the 4 yr. old classroom are not actively engaged with children when a child was left in the bathroom unattended.

Regulation: 8.16.2.24H(2)

Corrective Action Plan

Educators will actively engage with children.

Date to be Completed: 01/24/2018

Deficiencies

Educator in the 4 yr. oldclass room did not help children communicate their feelings by providing them with language to express themselves when a child had prolonged "fits" and the educator was not able to calm her. The child was placed in the bathroom, unattended, to keep the noise level down in the room and let the child cope with her emotions alone. The educator also turned her back to the child while outside to ignore the "fit" the child was having.

Regulation: 8.16.2.24H(3)

Corrective Action Plan

Educators will help children communicate their feelings by providing them with language to express themselves.

Date to be Completed: 01/24/2018

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Services & Care of Children		
<u>Deficiencies</u>		
<p>Educators in the 4 yr. old classroom failed to model appropriate social behaviors, interactions and empathy. They failed to respond to children that were angry; hurt; sad in a caring and sensitive manner when a child had prolonged "fits" and the educator was not able to calm her. The child was placed in the bathroom, unattended, to keep the noise level down in the room and let the child cope with her emotions alone. The educator also announced to the classroom that only children that did not "throw a fit" yesterday would get a candy thusly provoking the child to anger. Furthermore, the educator turned her back to the child while outside to ignore the "fit" the child was having.</p> <p>Regulation: 8.16.2.24H(4)</p>		
<u>Corrective Action Plan</u>		
<p>Educators will model appropriate social behaviors, interactions and empathy. Educators will respond to children that are angry, hurt, or sad in a caring and sensitive manner.</p> <p>Date to be Completed: 01/24/2018</p>		
8.16.2.24 I EQUIPMENT AND PROGRAM		Not Inspected
8.16.2.24 J OUTDOOR PLAY AREAS		Not Inspected
8.16.2.24 K SWIMMING, WADING AND WATER		Not Inspected
8.16.2.24 L FIELD TRIPS		Not Inspected
Food Service		
8.16.2.25 B MEALS AND SNACKS		Not Inspected
8.16.2.25 C MENUS		Not Inspected
8.16.2.25 D KITCHENS		Not Inspected
8.16.2.25 E MEAL TIMES		Not Inspected
Health & Safety Requirements		
8.16.2.26 A HYGIENE		Not Inspected
8.16.2.26 B FIRST AID REQUIREMENTS		Not Inspected
8.16.2.26 C MEDICATION		Not Inspected
8.16.2.27 A-D ILLNESS REQUIREMENTS FOR CENTERS		Not Inspected
8.16.2.28 A-H TRANSPORTATION REQUIREMENTS FOR CENTERS		Not Inspected
Buildings, Grounds & Safety		
8.16.2.29 A HOUSEKEEPING		Not Inspected
8.16.2.29 B PEST CONTROL		Not Inspected
8.16.2.29 C MECHANICAL SYSTEMS		Not Inspected
8.16.2.29 D WATER AND WASTE		Not Inspected
8.16.2.29 E LIGHTING, LIGHTING FIXTURES AND ELECTRICAL		Not Inspected
8.16.2.29 F EXITS AND WINDOWS		Not Inspected
8.16.2.29 G TOILET AND BATHING FACILITIES		Not Inspected

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Buildings, Grounds & Safety

8.16.2.29 H SAFETY COMPLIANCE	Not Inspected
8.16.2.29 I SMOKING, FIREARMS, ALCOHOLIC BEVERAGES, ILLEGAL DRUGS AND CONTROLLED SUBSTANCES	Not Inspected
8.16.2.29 J PETS	Not Inspected

Please note: Per CYFD regulation NMAC 8.16.2, failure to comply with the corrective action plans as noted above, may result in further action taken against the licensee.

Allen Anderson 3:50

Jeri Key

01/25/2018

01/25/2018

Surveyor: Allen Anderson	Date	Facility Rep: Jeri Key	Date
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