

| <b>Center Name:</b><br>Memorable Moments  |                                  |                                       | <b>Address:</b><br>4848 Huron Dr. NE<br>Rio Rancho, NM 87144 |                            |               | <b>Phone:</b><br>(505)891-1456             |               |  |  |               |                |                  |                 |               |                 |               |                |          |          |          |          |  |        |        |                |          |          |          |          |  |  |  |
|---|----------------------------------|---------------------------------------|--|----------------------------|---------------|--|---------------|--|--|---------------|----------------|------------------|-----------------|---------------|-----------------|---------------|----------------|----------|----------|----------|----------|--|--------|--------|----------------|----------|----------|----------|----------|--|--|--|
| <b>License Number:</b><br>100407  | <b>Issue Date:</b><br>11/21/2016 | <b>Expiration Date:</b><br>11/20/2017 | <b>Type:</b><br>4 Star Child Care Center                     |                            |               | <b>Status:</b><br>Licensed                 |               |  |  |               |                |                  |                 |               |                 |               |                |          |          |          |          |  |        |        |                |          |          |          |          |  |  |  |
| <b>Capacity</b><br>Over Age 2: 68    Under Age 2: 18    Night Care: 0    Playground: 25   |                                  |                                       |  |                            |               | <b>Census</b><br>Over 2: 30    Under 2: 13 |               |  |  |               |                |                  |                 |               |                 |               |                |          |          |          |          |  |        |        |                |          |          |          |          |  |  |  |
| <b>Days and Hours of Operation</b> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th><u>Monday</u></th> <th><u>Tuesday</u></th> <th><u>Wednesday</u></th> <th><u>Thursday</u></th> <th><u>Friday</u></th> <th><u>Saturday</u></th> <th><u>Sunday</u></th> </tr> </thead> <tbody> <tr> <td>Opening Times:</td> <td>06:00 AM</td> <td>06:00 AM</td> <td>06:00 AM</td> <td>06:00 AM</td> <td></td> <td>Closed</td> <td>Closed</td> </tr> <tr> <td>Closing Times:</td> <td>06:30 PM</td> <td>06:30 PM</td> <td>06:30 PM</td> <td>06:30 PM</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> |                                  |                                       |  |                            |               |  |               |  |  | <u>Monday</u> | <u>Tuesday</u> | <u>Wednesday</u> | <u>Thursday</u> | <u>Friday</u> | <u>Saturday</u> | <u>Sunday</u> | Opening Times: | 06:00 AM | 06:00 AM | 06:00 AM | 06:00 AM |  | Closed | Closed | Closing Times: | 06:30 PM | 06:30 PM | 06:30 PM | 06:30 PM |  |  |  |
|   | <u>Monday</u>                    | <u>Tuesday</u>                        | <u>Wednesday</u>   | <u>Thursday</u>            | <u>Friday</u> | <u>Saturday</u>                            | <u>Sunday</u> |  |  |               |                |                  |                 |               |                 |               |                |          |          |          |          |  |        |        |                |          |          |          |          |  |  |  |
| Opening Times:  | 06:00 AM                         | 06:00 AM                              | 06:00 AM   | 06:00 AM                   |               | Closed                                     | Closed        |  |  |               |                |                  |                 |               |                 |               |                |          |          |          |          |  |        |        |                |          |          |          |          |  |  |  |
| Closing Times:  | 06:30 PM                         | 06:30 PM                              | 06:30 PM   | 06:30 PM                   |               |  |               |  |  |               |                |                  |                 |               |                 |               |                |          |          |          |          |  |        |        |                |          |          |          |          |  |  |  |
| <b># of Classrooms:</b><br>6  |                                  | <b>Purpose:</b><br>Semi-Annual        |  | <b>Date:</b><br>04/10/2017 |               | <b>Time:</b><br>10:05 AM                   |               |  |  |               |                |                  |                 |               |                 |               |                |          |          |          |          |  |        |        |                |          |          |          |          |  |  |  |
| <b>Comments</b><br>Provider has current state regulations and background check regulations.   |                                  |                                       |  |                            |               |  |               |  |  |               |                |                  |                 |               |                 |               |                |          |          |          |          |  |        |        |                |          |          |          |          |  |  |  |

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  | Not Inspected  |
| 8.16.2.17 E, F SURVEYS FOR CHILD CARE FACILITIES  | Compliance     |
| 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<br><u>Deficiencies</u><br>The center failed to post classroom capacities, and ratios and <u>group sizes</u> in an area of the room that is easily visible to parents, staff and visitors.<br>Regulation: 8.16.2.21B(3)(c)<br><u>Corrective Action Plan</u><br>The center will post the capacity in an area of the room that is easily visible to parents, staff and visitors.<br>Date to be Completed: 05/10/2017 | Non-compliance |
| 8.16.2.21 C INCIDENT REPORTING REQUIREMENTS   | Not Inspected  |
| Administrative Requirements   |                |
| 8.16.2.22 A ADMINISTRATION RECORDS  | Compliance     |
| 8.16.2.22 B MISSION, PHILOSOPHY AND CURRICULUM STATEMENT  | Not Inspected  |
| 8.16.2.22 C POLICY AND PROCEDURES   | Non-compliance |

|   |                                  |                            |
|---|----------------------------------|----------------------------|
| <b>Center Name:</b><br>Memorable Moments  | <b>License Number:</b><br>100407 | <b>Date:</b><br>04/10/2017 |
| <b>Administrative Requirements</b>  |                                  |                            |
| <p><b><u>Deficiencies</u></b><br/>The program does not have an up to date emergency evacuation and disaster preparedness plan approved by the department. Program will add continuity of operations, accommodations for children with chronic medical conditions, accommodations for infants and toddlers, lockdown procedures and shelter in place.<br/><b>Regulation:</b> 8.16.2.22C(8)</p> <p><b><u>Corrective Action Plan</u></b><br/>An emergency evacuation and disaster preparedness plan will be developed.<br/><b>Date to be Completed:</b> 05/10/2017</p>   |                                  |                            |
| <b>8.16.2.22 D FAMILY HANDBOOK</b>  |                                  | Not Inspected              |
| <p><b>8.16.2.22 E CHILDREN'S RECORDS</b></p> <p><b><u>Deficiencies</u></b><br/>Of the 11 children's records reviewed, 2 is/are missing a copy of an up-to-date immunization record or public health division approved exemption. See Children's Records 8.16.2.22 form for the child(ren) with no immunization/exemption.<br/><b>Regulation:</b> 8.16.2.22E(1)(e)</p> <p><b><u>Corrective Action Plan</u></b><br/>Parents will be advised to submit a complete and up-to-date immunization record or exemption. The center will review all children's records to ensure complete information is on file.<br/><b>Date to be Completed:</b> 05/10/2017</p> <p><b><u>Deficiencies</u></b><br/>Of the 11 children's records reviewed, 1 is/are missing an enrollment agreement form signed by the parent or guardian with an outline of services and costs. See the Children's Records 8.16.2.22 form for the child(ren) with missing information.<br/><b>Regulation:</b> 8.16.2.22E(1)(k)</p> <p><b><u>Corrective Action Plan</u></b><br/>Parents will be advised to sign the enrollment agreement. The center will review all children's records to ensure an enrollment agreement form is on file.<br/><b>Date to be Completed:</b> 05/10/2017</p> |                                  | Non-compliance             |
| <p><b>8.16.2.22 F PERSONNEL RECORDS</b></p> <p><b><u>Deficiencies</u></b><br/>From the review of staff records, it was determined that 2 out of 16 staff records does/do not include signed acknowledgement that the center's disaster preparedness plan and fire evacuation plan were reviewed.<br/><b>Regulation:</b> 8.16.2.22F(1)(P)</p> <p><b><u>Corrective Action Plan</u></b><br/>The center will have staff complete the required acknowledgement and will retain on file.<br/><b>Date to be Completed:</b> 05/10/2017</p>  |                                  | Non-compliance             |

**Center Name:**

Memorable Moments

**License Number:**

100407

**Date:**

04/10/2017

**Administrative Requirements****Deficiencies**

From the review of staff records, it was determined that 1 out of 16 staff records does/do not include the staff's position. See Staff Records 8.16.2.22 form for staff with this missing information.

**Regulation:** 8.16.2.22F(1)(b)

**Corrective Action Plan**

The center will add the position to the record.

**Date to be Completed:** 05/10/2017

**Deficiencies**

From the review of staff records, it was determined that 1 out of 16 staff records do/does not include the staff's current and past duties and responsibilities. See Staff Records 8.16.2.22 form for staff with this missing information.

**Regulation:** 8.16.2.22F(1)(c)

**Corrective Action Plan**

The center will add staff's current and past duties and responsibilities to the record.

**Date to be Completed:** 05/10/2017

**Deficiencies**

From the review of staff records, it was determined that 1 out of 16 staff records does/do not include a background check. See Staff Records 8.16.2.22 form for staff with this missing information.

**Regulation:** 8.16.2.22F(1)(e)

**Corrective Action Plan**

The center will obtain documentation of a background check. One educator clearance has exceeded 5 years.

**Date to be Completed:** 05/10/2017

**Deficiencies**

From the review of staff records, it was determined that 3 out of 16 staff records does/do not include an emergency contact number. See Staff Records 8.16.2.22 form for staff with this missing information.

**Regulation:** 8.16.2.22F(1)(i)

**Corrective Action Plan**

The center will have staff complete required information.

**Date to be Completed:** 05/03/2017

**Deficiencies**

From the review of staff records, it was determined that 4 out of 16 staff records does/do not include a professional development plan based on seven areas of competency. See Staff Records 8.16.2.22 form for staff who need a current plan.

**Regulation:** 8.16.2.22F(1)(n)

**Corrective Action Plan**

The center will have staff complete a professional development plan and sign the plan. The plan will be maintained on file.

**Date to be Completed:** 05/03/2017

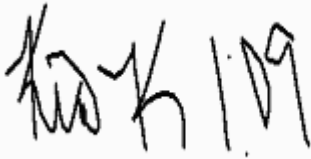

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|--|----------------------------------|----------------------------|
| <b>Center Name:</b><br>Memorable Moments   | <b>License Number:</b><br>100407 | <b>Date:</b><br>04/10/2017 |
| <b>Administrative Requirements</b>   |                                  |                            |
| <p><b><u>Deficiencies</u></b><br/>From the review of staff records, it was determined that 2 out of 16 staff records does/do not include signed acknowledgement that the personnel handbook had been read and understood. See Staff Records 8.16.2.22 form for staff who need to complete the acknowledgement.<br/><b>Regulation:</b> 8.16.2.22F(1)(o)</p> <p><b><u>Corrective Action Plan</u></b><br/>The center will have staff complete the required acknowledgement and will retain on file.<br/><b>Date to be Completed:</b> 05/10/2017</p> <p><b><u>Deficiencies</u></b><br/>From the review of staff records, it was determined that 1 out of 16 staff records does/do not include the required Form I-9. See Staff Records 8.16.2.22 form for staff missing the form.<br/>Corrected on site.<br/><b>Regulation:</b> 8.16.2.22F(1)(q)</p> <p><b><u>Corrective Action Plan</u></b><br/>The center will obtain Form I-9s from all staff and maintain them in their personnel files.<br/>Corrected on site.<br/><b>Date to be Completed:</b> 05/10/2017</p>  |                                  |                            |
| <b>8.16.2.22 G PERSONNEL HANDBOOK</b>  |                                  | Not Inspected              |
| <b>Personnel &amp; Staffing</b>  |                                  |                            |
| <b>8.16.2.23 A PERSONNEL AND STAFFING REQUIREMENTS</b>   |                                  | Compliance                 |
| <p><b>8.16.2.23 B STAFF QUALIFICATIONS AND TRAINING</b></p> <p><b><u>Deficiencies</u></b><br/>It was observed that 1 out of 4 infant and toddler care givers failed to complete at least four hours of training in infant and toddler care annually or within six months of starting work.<br/><b>Regulation:</b> 8.16.2.23B(2)(k)</p> <p><b><u>Corrective Action Plan</u></b><br/>Training in infant and toddler care will be obtained for care givers as required ; training will be documented and retained on file.<br/><b>Date to be Completed:</b> 05/10/2017</p> <p><b><u>Deficiencies</u></b><br/>The center failed to keep a training log on file with Employee's name; Date of hire; Position; Date of training; Clock hours; Competency area; Source of training; Training certificate for 2 out of 16 staff. See Staff Records 8.16.2.22 form for staff who are missing a complete training log.<br/><b>Regulation:</b> 8.16.2.23B(2)(l)</p> <p><b><u>Corrective Action Plan</u></b><br/>A training log will be completed for each staff that includes the employee 's name, date of hire, and position, date of training, clock hours, competency area, source of training, and training certificate.<br/><b>Date to be Completed:</b> 05/10/2017</p> |                                  | Non-compliance             |

|   |                                  |                            |
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| <b>Personnel &amp; Staffing</b>   |                                  |                            |
| <p><b><u>Deficiencies</u></b><br/>From the review of staff records, it was determined that 2 out of 16 new staff does/do not have documentation of orientation training. See Staff Records 8.16.2.22 form for staff with missing documentation.<br/><b>Regulation:</b> 8.16.2.23B(2)(a)</p> <p><b><u>Corrective Action Plan</u></b><br/>Orientation will be completed and documented for staff noted; in the future, orientation will be completed prior to time staff begin working with children.<br/><b>Date to be Completed:</b> 05/10/2017</p> <p><b><u>Deficiencies</u></b><br/>Educators did not complete the following training within 3-months: Health and Safety Training<br/><b>Regulation:</b> 8.16.2.23B(2)(b)</p> <p><b><u>Corrective Action Plan</u></b><br/>All educators, regardless of the number of hours per week, will complete the above listed training.<br/><br/>The following staff members need to complete the required training: Five (5) educators will complete the health and safety training.<br/><b>Date to be Completed:</b> 05/03/2017</p> |                                  |                            |
| <p><b>8.16.2.23 C STAFF/CHILD RATIOS AND GROUP SIZES</b></p> <p><b><u>Deficiencies</u></b><br/>The center failed to post the capacity for each activity/interest area. 4 out of 5 classrooms failed to post the capacity for each activity/interest area.<br/><b>Regulation:</b> 8.16.2.23 C (2)(b)</p> <p><b><u>Corrective Action Plan</u></b><br/>Each activity/interest area will have a posted capacity, which may vary according to the activity and size of the space, and will not exceed the group size requirement as specified in Paragraph (1) of Subsection C of 8.16.2.23 NMAC<br/><b>Date to be Completed:</b> 05/10/2017</p>   |                                  | Non-compliance             |
| <b>Services &amp; Care of Children</b>  |                                  |                            |
| <b>8.16.2.24 A GUIDANCE</b>   |                                  | Compliance                 |
| <b>8.16.2.24 B NAPS OR REST PERIOD</b>  |                                  | Compliance                 |
| <b>8.16.2.24 C ADDITIONAL REQUIREMENTS FOR INFANTS AND TODDLERS</b>   |                                  | Compliance                 |
| <b>8.16.2.24 D DIAPERING AND TOILETING</b>  |                                  | Compliance                 |
| <b>8.16.2.24 E ADDITIONAL REQUIREMENTS FOR CHILDREN WITH SPECIAL NEEDS</b>  |                                  | Compliance                 |
| <b>8.16.2.24 F ADDITIONAL REQUIREMENTS FOR NIGHT CARE</b>   |                                  | N/A                        |
| <b>8.16.2.24 G PHYSICAL ENVIRONMENT</b>   |                                  | Not Inspected              |
| <b>8.16.2.24 H SOCIAL-EMOTIONAL RESPONSIVE ENVIRONMENT</b>  |                                  | Not Inspected              |
| <b>8.16.2.24 I EQUIPMENT AND PROGRAM</b>  |                                  | Not Inspected              |
| <b>8.16.2.24 J OUTDOOR PLAY AREAS</b>   |                                  | Compliance                 |
| <b>8.16.2.24 K SWIMMING, WADING AND WATER</b>   |                                  | Not Inspected              |
| <b>8.16.2.24 L FIELD TRIPS</b>  |                                  | Not Inspected              |

|   |                                  |                            |
|---|----------------------------------|----------------------------|
| <b>Center Name:</b><br>Memorable Moments  | <b>License Number:</b><br>100407 | <b>Date:</b><br>04/10/2017 |
| <b>Food Service</b>   |                                  |                            |
| 8.16.2.25 B MEALS AND SNACKS  | Compliance                       |                            |
| 8.16.2.25 C MENUS   | Compliance                       |                            |
| 8.16.2.25 D KITCHENS  | Compliance                       |                            |
| 8.16.2.25 E MEAL TIMES  | Compliance                       |                            |
| <b>Health &amp; Safety Requirements</b>   |                                  |                            |
| 8.16.2.26 A HYGIENE   | Compliance                       |                            |
| 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  | Compliance                       |                            |
| 8.16.2.28 A-H TRANSPORTATION REQUIREMENTS FOR CENTERS   | Not Inspected                    |                            |
| <b>Buildings, Grounds &amp; Safety</b>  |                                  |                            |
| <b>8.16.2.29 A HOUSEKEEPING</b><br><u><b>Deficiencies</b></u><br>The Fixtures are not in good repair as evidenced by light out in the entrance restroom.<br><b>Regulation:</b> 8.16.2.29A(1)<br><br><u><b>Corrective Action Plan</b></u><br>Repairs will be completed and a system for routine inspection of the center and premises will be established.<br><b>Date to be Completed:</b> 05/10/2017<br><br><u><b>Deficiencies</b></u><br>The Fixtures are not in good repair as evidenced by one blance light out in the Monkey room.<br><b>Regulation:</b> 8.16.2.29A(1)<br><br><u><b>Corrective Action Plan</b></u><br>Repairs will be completed and a system for routine inspection of the center and premises will be established.<br><b>Date to be Completed:</b> 05/10/2017<br><br><u><b>Deficiencies</b></u><br>The Premises are not in good repair as evidenced by diaper changing mat in the infant room is worn with a tear.<br><b>Regulation:</b> 8.16.2.29A(1)<br><br><u><b>Corrective Action Plan</b></u><br>Repairs will be completed and a system for routine inspection of the center and premises will be established.<br><b>Date to be Completed:</b> 05/10/2017 | Non-compliance                   |                            |

|  |                                  |                            |
|--|----------------------------------|----------------------------|
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| <b>Buildings, Grounds &amp; Safety</b>   |                                  |                            |
| <p><b><u>Deficiencies</u></b><br/>The premises in the monkey rom are not safe in that the air conditioning cord is accessible.<br/><b>Regulation:</b> 8.16.2.29A(1)</p> <p><b><u>Corrective Action Plan</u></b><br/>The safety violation will be corrected and a system for routine safety inspection developed.<br/><b>Date to be Completed:</b> 05/03/2017</p>   |                                  |                            |
| <b>8.16.2.29 B PEST CONTROL</b>  | Compliance                       |                            |
| <b>8.16.2.29 C MECHANICAL SYSTEMS</b>  | Compliance                       |                            |
| <b>8.16.2.29 D WATER AND WASTE</b>   | Compliance                       |                            |
| <b>8.16.2.29 E LIGHTING, LIGHTING FIXTURES AND ELECTRICAL</b>  | Compliance                       |                            |
| <b>8.16.2.29 F EXITS AND WINDOWS</b>   | Compliance                       |                            |
| <b>8.16.2.29 G TOILET AND BATHING FACILITIES</b><br><br><b><u>Deficiencies</u></b><br>The toilet room for 2 yr. old; 3 yr. old does not have disposable towels at a height accessible to children. corrected on site.<br><br><b>Regulation:</b> 8.16.2.29G(2)<br><br><b><u>Corrective Action Plan</u></b><br>Supplies/dispensers will be relocated so they are accessible to children. Corrected on site.<br><br><b>Date to be Completed:</b> 04/10/2017 | Non-compliance                   |                            |
| <b>8.16.2.29 H SAFETY COMPLIANCE</b><br><br><b><u>Deficiencies</u></b><br>The center failed to conduct an emergency preparedness practice drills for at least once a quarter.<br><br><b>Regulation:</b> 8.16.2.29H(1)<br><br><b><u>Corrective Action Plan</u></b><br>A center will conduct emergency preparedness practice drills at least quarterly beginning January of each calendar year.<br><br><b>Date to be Completed:</b> 05/10/2017             | Non-compliance                   |                            |
| <b>8.16.2.29 I SMOKING, FIREARMS, ALCOHOLIC BEVERAGES, ILLEGAL DRUGS AND CONTROLLED SUBSTANCES</b>   | Compliance                       |                            |
| <b>8.16.2.29 J PETS</b>  | N/A                              |                            |
|  |                                  |                            |

**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.**

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|---|--|
| <br>04/10/2017 | <br>04/10/2017 |
| Surveyor: Kia Kennedy   | Facility Rep: Sierra Garner  |