

# Complaint Inspection Compliance Plan

**Provider's Name:** Once Upon a Time

**City:** Brandon

**Provider Number:** 018038501

**Provider Type:** DCC

**Date Agency Action Issued:** 12/13/2019

The provider was found to not be in compliance with the following items.

## **67:42:10:07 - Staff-child ratio.**

### **Summary of Compliance Issue:**

Ratio – Staff to Child Ratio not maintained.  
Program needs to maintain ratios at all time.  
The ratio issue was corrected when additional staff arrived at the center.

The director has submitted an approved plan of how the center will maintain ratios. All staff will read and sign an acknowledgement statement indicating their understanding of maintaining ratios.

**Status:** Founded

**Agency Action:** Letter of Notification