



COMMONWEALTH of VIRGINIA

DEPARTMENT OF EDUCATION
P.O. BOX 2120
RICHMOND, VA 23218-2120

**NOTICE OF INTENT
DELIVERED BY EMAIL
RECEIPT REQUESTED**

regulatorycompliance@learningcaregroup.com

mbierley@learningcaregroup.com

tclark@learningcaregroup.com

IN THE MATTER OF:

Childtime 1005
1431 Edenway North
Chesapeake, Virginia 23320

File #: ENF_352986_CDC_061224

TO:

Mark R. Bierley, President and Treasurer
Tim Clark, Corporate Attorney
Childtime Childcare, Inc.
21333 Haggerty Road
Novi, Michigan 48375

Corporation Service Company, Registered Agent
100 Shockoe Slip, Fl 2
Richmond, Virginia 23219-4100

**NOTICE OF INTENT TO DENY RENEWAL
APPLICATION FOR A LICENSE**

Based on findings made by Virginia Department of Education (Department) staff during a renewal inspection on February 20, 2024, a monitoring inspection on March 14, 2024, a complaint investigation on April 4, 2024, and a complaint investigation on May 15, 2024, at Childtime 1005, 1431 Edenway North, Chesapeake, Virginia 23320, it has been determined that the licensee is in violation of 8VAC20-780 Standards for Licensed Child Day Centers, 8VAC20-

770 Background Checks for Child Day Programs and Family Day Systems, and § 22.1-289.035 of the *Code of Virginia* thereby placing the health, safety, or welfare of children at risk.

The standards listed below constitute the greatest concern for the health, safety, or welfare of children and is the basis for the intended action:

February 20, 2024 – Renewal inspection

§ 22.1-289.035-B-4

Code of Virginia

Licensed child day centers, family day homes, and family day systems; employment for compensation or use as volunteers of persons convicted or found to have committed certain offenses prohibited; national background checks required; penalty. *(Repeat violation)*

March 14, 2024 – Monitoring inspection

1) 8VAC20-780-40-E

Operational responsibilities
(Repeat violation)

2) 8VAC20-780-340-A

Supervision of children
(Repeat violation) (Systemic deficiency)

3) 8VAC20-780-340-F

Supervision of children
(Repeat violation) (Systemic deficiency)

April 4, 2024 - Complaint investigation

8VAC20-780-350-C

Staff-to-children ratio and group size requirements

May 15, 2024 – Complaint investigation

8VAC20-780-340-D

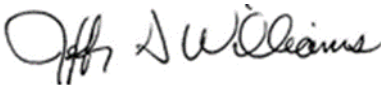
Supervision of children

Because of the nature and seriousness of the violations, you are hereby notified, pursuant to § 22.1-289.022.A of the *Code of Virginia*, of the intent of the Department to deny the renewal application for a license.

Failure to maintain substantial compliance with standards in the future may place your license in jeopardy.

Pursuant to §§ 22.1-289.011 and 22.1-289.023 of the *Code of Virginia* and 8VAC20-820-120-E-7, General Procedures and Information for Licensure, a copy of this Notice of Intent and attached Violation Notices, shall be posted immediately upon receipt in a prominent place at each public entrance of the licensed premises until the Order is issued and, then shall meet the requirements of the posting provisions of the Order.

If the party fails to appeal within the time period allowed, the Virginia Department of Education (Department) will move forward with issuing its case decision through an Order.

BY: 
Jeffrey S. Williams
Assistant Superintendent of Child Care Health and Safety

DATE: July 8, 2024

NOTICE OF RIGHT TO APPEAL NOTICE OF INTENT

Pursuant to the Administrative Process Act, § 2.2-4000 *et seq.* of the *Code of Virginia*, the party to this case (party) has the right to appeal this decision. The appeal can only be filed by (i) the licensee, (ii) counsel for such person or business entity, or (iii) an agent who is empowered to act on behalf of the person or business entity in matters relating to the licensed facility. The notice of appeal must be submitted in writing within 15 days of the party's receipt of this Notice of Intent to the email listed below.

If the party decides to exercise their right to an appeal, the party may delay compliance with this Notice of Intent until the Department issues the final case decision through an Order. However, in accordance with § 22.1-289-023.A of the *Code of Virginia*, the party is still required to post this Notice of Intent in a prominent place at each public entrance of the licensed premises.

APPEAL PROCESS

- A notice of appeal must be sent to the email address referenced below.
- Once a timely notice of appeal is received by the Department, an informal fact-finding proceeding will be scheduled, unless both parties have waived the informal process to go to a formal hearing proceeding.
- The party will be notified by the Department of the date, time and place of the proceeding where evidence may be considered by the Department.
- After the proceeding, the Department will issue its case decision in the form of an Order.

SUBMITTING AN APPEAL

Appeals must be submitted to cclappeals@doe.virginia.gov within 15 days from the date the licensee receives the notice of intent (NOI). This email address is only set up for receiving appeals and automatically generates an email acknowledgement of receipt of the notice of appeal.

- Include in the subject line of the e-mail:
“APPEAL Notice of Intent – *Name of the licensee as shown on the top of this NOI*”.

- Attach a single PDF document to include a statement that you appeal the Notice of Intent.
- The written appeal must be signed by an individual who is empowered to act on behalf of the person or business entity in matters relating to the facility.
- If the Department waived the informal process and recommended to proceed directly to a formal hearing: Include a statement as to whether you consent to the recommendation. This Department waiver will not apply to every case.

If you have any additional questions regarding the appeal process, you may contact Ms. Tierra Johnson, Hearing Coordinator at (804) 735-9025.

JSW/roe/tgj

Attachment

cc: Missy Currier, Associate Director, Sr., Office of Child Care Health and Safety
Robin Ely, Licensing Consultant, Office of Child Care Health and Safety
Patricia Myer, Licensing Administrator, Office of Child Care Health and Safety (Eastern Office)
Adrianna Walden, Licensing Inspector, Office of Child Care Health and Safety (Eastern Office)

Virginia Department of Social Services
Division of Licensing Programs
Summary, Violation and Supplemental Report

INSPECTION SUMMARY

Facility Name/Number: Childtime 1005 352986 Inspection Date: 02/20/2024
DBA: Inspection End Date: 02/20/2024
Inspect.Type: Renewal Unannounced Mandated

Areas of Standards Reviewed

8VAC20-780 Administration.
8VAC20-780 Staff Qualifications and Training.
8VAC20-780 Physical Plant.
8VAC20-780 Staffing and Supervision.
8VAC20-780 Programs.
8VAC20-780 Special Care Provisions and Emergencies
8VAC20-780 Special Services.
8VAC20-820 THE LICENSE.
8VAC20-820 THE LICENSING PROCESS.
8VAC20-820 HEARINGS PROCEDURES.
8VAC20-770 Background Checks (8VAC20-770)
20 Access to minor's records
22.1 Background Checks Code, Carbon Monoxide
63.2 Child Abuse & Neglect

Technical Assistance Provided

BACKGROUND CHECKS: If a staff member has resided in a state outside of Virginia within the past 5 years, it is the center's responsibility to obtain a copy of the results of a criminal history record information check, a sex offender registry check, and a search of the child abuse and neglect registry or equivalent registry from that state.

SAFE SLEEP: Crib sheets should fit snug on the infant crib mattresses, however should not be so tight that the ends curl, creating space between the mattress and the crib.

Comments/Discussion

A renewal inspection was conducted on 02/20/2024. A tour of the facility was conducted, in addition to a record review and interviews with staff. The Inspector reviewed both children and staff records, along with any requested program records submitted by the facility to determine if required documentation was complete. Information gathered during the inspection determined non-compliance(s) with applicable standards or law and violations were documented on the violation notice issued to the program. The violations were reviewed during an exit meeting at conclusion of the inspection, with both the program director and district manager.

Violation Notice Issued:Yes

By signature the facility representative acknowledges that the inspector reviewed all information found on the Inspection Summary, including areas of standards reviewed, date(s) and time(s) of inspection, technical assistance provided and the comments/discussion section.

AWalden
Inspector Signature

Date: 02/20/2024

[Signature]
Facility/Program Representative Signature

Date: 7/1/24

Virginia Department of Social Services
 Division of Licensing Programs
 Summary, Violation and Supplemental Report

VIOLATION NOTICE

Facility Name/Number: Childtime 1005 352986
 DBA:
 Inspect.Type: Renewal

Inspection Date: 02/20/2024
 Inspection End: 02/20/2024
 Unannounced Mandated

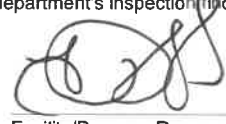
STANDARD NUMBER	DESCRIPTION OF VIOLATION	PLAN OF CORRECTION	DATE TO BE CORRECTED
22.1-(14.1)-289.035-B-4 Repeat Violation	(Repeat Violation) Based on a record review the center did not ensure all background requirements were met. Evidence: Staff #1 (hired 11/27/2023) indicated on the sworn statement of affirmation living outside the state of Virginia in the last 5 years. The center did not have documentation of a criminal record check, sex offender check or search for child abuse and neglect registry for Staff #1 for the state indicated on the sworn statement.	The following corrective action was provided by the District Manager: "The employee lived in another state but had only worked in Virginia. Center Director was under the assumption it was asking if they had worked in another state so she had not done the Out of State Background Check when completing the employee's paperwork. Center Director has requested a login to submit the Out of State Background Check and will have that submitted by 3/1. Once we receive the results we will get these added to the employee's file."	03/01/2024
8VAC20-780-(4)-280-B	Based on observation the center did not ensure hazardous substances were kept in a locked place using a safe locking method that prevents access by children. Evidence: 1. In the preschool room there was an unlocked cabinet that contained a can of spray paint and a can of wasp killer. 2. In the school-age room there was an unlocked cabinet that contained a bottle of sanitizing spray.	"The following corrective action was provided by the District Manager: Teachers had forgotten to relock the cabinet up in the Preschool room after they opened it and the lock on the cabinet in the School Age room had just broken a few days prior. New cabinet locks have since been purchased and installed. Moving forward, Center Director will ensure teachers are aware the cabinets need to be locked at all times and that if a cabinet lock breaks, they need to notify management immediately so it can be replaced."	03/01/2024
8VAC20-780-(8)-570-I	Based on observation and interview the center did not ensure there was a one-day's emergency supply of disposable bottles, nipples, and commercial formulas appropriate for the children in care maintained at the center.	The following corrective action was provided by the District Manager: "Center Director has contacted child's family and requested an updated Physical Exam by the end of March. This child was enrolled under the previous Center Director."	04/01/2024

Compliance with all applicable regulations and law shall be maintained and any areas of noncompliance must be corrected.

Within 15 calendar days of your receipt of the inspection findings (inspection summary, violation notice, and supplemental information), you may request a review and discussion of these findings with the inspector's immediate supervisor. To make a request for review and discussion, you must contact the licensing supervisor at the regional licensing office that serves your geographical area.

Regardless of whether a supervisory review has been requested, the results of the inspection will be posted to the DSS public website within 5 business days of your receipt of the Inspection Summary and/ or Violation Notice. The department's inspection findings are subject to public disclosure.


 Inspector Signature


 Facility/Program Representative Signature

Virginia Department of Social Services
 Division of Licensing Programs
 Summary, Violation and Supplemental Report

VIOLATION NOTICE

Facility Name/Number: Childtime 1005 352986
 DBA:
 Inspect.Type: Renewal

Inspection Date: 02/20/2024
 Inspection End: 02/20/2024
 Unannounced Mandated


STANDARD NUMBER	DESCRIPTION OF VIOLATION	PLAN OF CORRECTION	DATE TO BE CORRECTED
	Evidence: The center did not have a one day's emergency supply of disposable bottles, nipples, and commercial formulas appropriate for the children in care. Infant staff and the program director confirmed the center did not have the required emergency supplies for infants.	Moving forward, Center Director will not allow a child to start on day 1 without the Physical Exam on file."	
8VAC20-780-(2)-140-A	Based on a record review the center did not ensure each child had a physical examination by or under the direction of a physician within 30 days after the first day of attendance Evidence: Child #1 (start date 03/27/2023) did not have documentation of having physical examination by or under the direction of a physician within 30 days after the first day of attendance	The following corrective action was provided by the District Manager: "Center Director has contacted child's family and requested an updated Physical Exam by the end of March. This child was enrolled under the previous Center Director. Moving forward, Center Director will not allow a child to start on day 1 without the Physical Exam on file. "	04/01/2024
8VAC20-780-(4)-280-G	Based on observation the center did not ensure hazardous substances not kept in original containers were clearly labeled to indicate their contents. Evidence: In the school-age room there was an unlocked cabinet that contained a spray bottle with a pink substance. The program director confirmed the pink substance was sanitizing spray. The bottle was not labeled in a way that clearly indicated its contents.	The following corrective action was provided by the District Manager: "Moving forward, Center Director will ensure hazardous substances are properly labeled."	03/01/2024
8VAC20-780-(7)-520-B	Based on observation the center did not ensure all sunscreen requirements were met. Evidence: In the school-age room there was a	The following corrective action was provided by the District Manager: "Sunscreen was left from a previous employee but was disposed of during the inspection. Moving forward, Center Director will ensure	03/01/2024

Compliance with all applicable regulations and law shall be maintained and any areas of noncompliance must be corrected.

Within 15 calendar days of your receipt of the inspection findings (inspection summary, violation notice, and supplemental information), you may request a review and discussion of these findings with the inspector's immediate supervisor. To make a request for review and discussion, you must contact the licensing supervisor at the regional licensing office that serves your geographical area.

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AWalden
 Inspector Signature


 Facility/Program Representative Signature

Virginia Department of Social Services
 Division of Licensing Programs
 Summary, Violation and Supplemental Report

VIOLATION NOTICE

Facility Name/Number: Childtime 1005 352986
 DBA:
 Inspect.Type: Renewal

Inspection Date: 02/20/2024
 Inspection End: 02/20/2024
 Unannounced Mandated

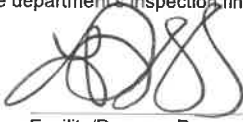
STANDARD NUMBER	DESCRIPTION OF VIOLATION	PLAN OF CORRECTION	DATE TO BE CORRECTED
	container of sunscreen that was not labeled with the child's name.	Sunscreen is labeled properly."	
8VAC20-780-(6)-430-1	Based on observation the center did not ensure when personal articles are used, they shall be individually assigned. Evidence: There was an unlabeled bottle of hair detangler in a cabinet in the preschool room. The program director confirmed it belonged to a child.	The following corrective action was provided by the District Manager: "Hair Detangler was left from a previous child but was disposed of during the inspection. Moving forward, Center Director will ensure any individual items are labeled properly."	03/01/2024

Compliance with all applicable regulations and law shall be maintained and any areas of noncompliance must be corrected.

Within 15 calendar days of your receipt of the inspection findings (inspection summary, violation notice, and supplemental information), you may request a review and discussion of these findings with the inspector's immediate supervisor. To make a request for review and discussion, you must contact the licensing supervisor at the regional licensing office that serves your geographical area.

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A Walden
 Inspector Signature


 Facility/Program Representative Signature

Virginia Department of Social Services
Division of Licensing Programs
Summary, Violation and Supplemental Report

INSPECTION SUMMARY

Facility Name/Number: Childtime 1005 352986

Inspection Date: 03/14/2024

DBA:

Inspection End Date: 03/14/2024

Inspect.Type: Monitoring

Unannounced Non-Mandated

Areas of Standards Reviewed

8VAC20-780 Administration.
8VAC20-780 Staff Qualifications and Training.
8VAC20-780 Physical Plant.
8VAC20-780 Staffing and Supervision.
8VAC20-780 Programs.
8VAC20-780 Special Care Provisions and Emergencies
8VAC20-770 Background Checks (8VAC20-770)
63.2 Child Abuse & Neglect

Comments/Discussion

The licensing inspector conducted an unannounced complaint inspection on 03/14/2024 in response to a self report made by the center in the area of supervision. Interviews were conducted with staff, records reviewed and observations of the program were made relating to the allegation. Information gathered during the inspection determined non-compliance(s) with applicable standards or law and violations were documented on the violation notice issued to the program.

Violation Notice Issued: Yes

By signature the facility representative acknowledges that the inspector reviewed all information found on the Inspection Summary, including areas of standards reviewed, date(s) and time(s) of inspection, technical assistance provided and the comments/discussion section.

A. Walden
Inspector Signature

Date: 03/14/2024


Facility/Program Representative Signature

Date: 4/16/24

Virginia Department of Social Services
 Division of Licensing Programs
 Summary, Violation and Supplemental Report

VIOLATION NOTICE

Facility Name/Number: Childtime 1005 352986
 DBA:
 Inspect. Type: Monitoring

Inspection Date: 03/14/2024
 Inspection End: 03/14/2024
 Unannounced Non-Mandated


STANDARD NUMBER	DESCRIPTION OF VIOLATION	PLAN OF CORRECTION	DATE TO BE CORRECTED
8VAC20-780-(5)-340-F Systemic Deficiency Repeat Violation	(REPEAT VIOLATION) Based on observation, record review, interviews and video footage, the center did not ensure all children under 10 years of age were always within sight and sound supervision of staff. Evidence: 1. On 02/27/2024 Staff A, B and C left a one-year-old (child #1) and a two-year-old (child #2) on the playground without sight and sound supervision for approximately 7 minutes. 2. The District Manager (Staff E) confirmed in a self-report, two-year-old child #2 was left on the playground without sight and sound supervision for approximately 7 minutes.	The following corrective action was provided by the center on 04/15/2024. We will be conducting a re-training on LCG's Child Supervision policy at our next staff meeting scheduled on 04/24/24, which will include reviewing Playground Supervision policy as well as an open discussion of the challenges regarding face-to-name checks and child supervision when transitioning to and from the playground while maintaining ratios at all times. For the next 30 days center management will observe one face-to-name check at a transitional period each day and will rotate classrooms to ensure we are addressing with all age groups.	04/24/2024
8VAC20-780-(5)-340-A Systemic Deficiency Repeat Violation	(REPEAT VIOLATION) Based on observation, record review, interviews and video footage, the center did not ensure when staff are supervising children, they shall always ensure their care, protection, and guidance. Evidence: 1. On 02/27/2024, Staff A, B, and C, confirmed that they were responsible for supervising a group of children ranging from 23 months- 2 years-old. 2. Staff A, B and C confirmed that while outside, they were not aware a 23- month-old (child #1) and a 2 -year-old (child #2) were missing from their group until after staff G saw them alone on the playground and brought them back inside	The following corrective action was provided by the center on 04/15/2024: We will be conducting a re-training on LCG's Child Supervision policy at our next staff meeting scheduled on 04/24/24, which will include reviewing Playground Supervision policy as well as an open discussion of the challenges regarding face-to-name checks and child supervision when transitioning to and from the playground while maintaining ratios at all times. For the next 30 days center management will observe one face-to-name check at a transitional	04/24/2024

Compliance with all applicable regulations and law shall be maintained and any areas of noncompliance must be corrected.

Within 15 calendar days of your receipt of the inspection findings (inspection summary, violation notice, and supplemental information), you may request a review and discussion of these findings with the inspector's immediate supervisor. To make a request for review and discussion, you must contact the licensing supervisor at the regional licensing office that serves your geographical area.

Regardless of whether a supervisory review has been requested, the results of the inspection will be posted to the DSS public website within 5 business days of your receipt of the Inspection Summary and/ or Violation Notice. The department's inspection findings are subject to public disclosure.

A. Walden
 Inspector Signature


 Facility/Program Representative Signature

Virginia Department of Social Services
 Division of Licensing Programs
 Summary, Violation and Supplemental Report

VIOLATION NOTICE

Facility Name/Number: Childtime 1005 352986
 DBA:
 Inspect.Type: Monitoring

Inspection Date: 03/14/2024
 Inspection End: 03/14/2024
 Unannounced Non-Mandated

STANDARD NUMBER	DESCRIPTION OF VIOLATION	PLAN OF CORRECTION	DATE TO BE CORRECTED
	the building. 3. Staff A, B, and C confirmed none of the staff responsible for the group of children followed the center's face-to-name transition procedure on 2/27/24; staff failed to conduct a face to name count before children lined-up to come inside the classroom or as they entered back into the classroom.	period each day and will rotate classrooms to ensure we are addressing with all age groups.	
8VAC20-780-(2)-40-E Repeat Violation	(REPEAT VIOLATION) Based on observation, record review, interviews and video footage, the center did not ensure the operational responsibilities were maintained in compliance with these standards, the center's own policies and procedures that are required by these standards, and the terms of the current license issued by the department. Evidence: On 02/27/2024, the center's operational responsibilities were not in compliance with the standards or the center's own policies and procedures when Staff A did not follow the center's face-to-name procedure used to confirm all children were accounted for before and after returning from the playground and into the classroom. As a result, a one-year-old child #1 and two-year-old child #2 were left on the playground unsupervised for 7 minutes. 1. Learning Care Group, Child Supervision Procedure states "Children must be supervised, in the direct line of sight and within earshot of a staff, at all times. All state mandated adult to child ratios must be followed at all time." On 2/27/24, two	The following corrective action was provided by the center on 04/5/2024: We will be conducting a re-training on LCG's Child Supervision policy at our next staff meeting scheduled on 04/24/24, which will include reviewing Playground Supervision policy as well as an open discussion of the challenges regarding face-to-name checks and child supervision when transitioning to and from the playground while maintaining ratios at all times. For the next 30 days center management will observe one face-to-name check at a transitional period each day and will rotate classrooms to ensure we are addressing with all age groups	04/24/2024

Compliance with all applicable regulations and law shall be maintained and any areas of noncompliance must be corrected.

Within 15 calendar days of your receipt of the inspection findings (inspection summary, violation notice, and supplemental information), you may request a review and discussion of these findings with the inspector's immediate supervisor. To make a request for review and discussion, you must contact the licensing supervisor at the regional licensing office that serves your geographical area.

Regardless of whether a supervisory review has been requested, the results of the inspection will be posted to the DSS public website within 5 business days of your receipt of the Inspection Summary and/ or Violation Notice. The department's inspection findings are subject to public disclosure.


 Inspector Signature


 Facility/Program Representative Signature

Virginia Department of Social Services
 Division of Licensing Programs
 Summary, Violation and Supplemental Report

VIOLATION NOTICE

Facility Name/Number: Childtime 1005 352986
 DBA:
 Inspect.Type: Monitoring

Inspection Date: 03/14/2024
 Inspection End: 03/14/2024
 Unannounced Non-Mandated


STANDARD NUMBER	DESCRIPTION OF VIOLATION	PLAN OF CORRECTION	DATE TO BE CORRECTED
	<p>children were not in direct line of sight and within earshot of a staff member when, Staff A, B, and C left a 23-month-old (child#1) and 2-year-old (child #2) on the playground, unsupervised.</p> <p>2. Learning Care Group, face-to-name procedures state the face-to-name transition sheet must be used to document staff to child ratios when children are arriving and leaving a classroom and/or transitioning children from one location to another. The playground is listed as an example. The center's face-to-name procedure states "staff must see the child's face and say the child's name when confirming all children are accounted for throughout the day." As a result, a 23-month-old (child#1) and a 2 year-old (child#2) were left outside, unsupervised.</p> <p>a. Staff A confirmed she was responsible for completing the face-to-name transition sheet on 02/27/2024 when a group of children were returning to the classroom from the playground at approximately 10:50am. The face-to-name sheet was filled out showing all children present without Staff A following the center's procedures to "see each child's face and say the child's name" as they entered to confirm all children were accounted for.</p> <p>b. Video footage showed neither staff A, B or C followed the face-to-name procedure and did not use the face-to-name transition sheet requiring staff to "see the child's face and say the child's name when confirming all children are accounted for throughout the day." before bringing the group of children</p>		

Compliance with all applicable regulations and law shall be maintained and any areas of noncompliance must be corrected.

Within 15 calendar days of your receipt of the inspection findings (inspection summary, violation notice, and supplemental information), you may request a review and discussion of these findings with the inspector's immediate supervisor. To make a request for review and discussion, you must contact the licensing supervisor at the regional licensing office that serves your geographical area.

Regardless of whether a supervisory review has been requested, the results of the inspection will be posted to the DSS public website within 5 business days of your receipt of the Inspection Summary and/ or Violation Notice. The department's inspection findings are subject to public disclosure.

A. Walden
 Inspector Signature


 Facility/Program Representative Signature

Virginia Department of Social Services
 Division of Licensing Programs
 Summary, Violation and Supplemental Report

VIOLATION NOTICE

Facility Name/Number: Childtime 1005 352986 Inspection Date: 03/14/2024
 DBA: Inspection End: 03/14/2024
 Inspect.Type: Monitoring Unannounced Non-Mandated

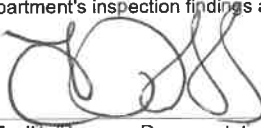
STANDARD NUMBER	DESCRIPTION OF VIOLATION	PLAN OF CORRECTION	DATE TO BE CORRECTED
	inside from the playground at approximately 10:50am.		

Compliance with all applicable regulations and law shall be maintained and any areas of noncompliance must be corrected.

Within 15 calendar days of your receipt of the inspection findings (inspection summary, violation notice, and supplemental information), you may request a review and discussion of these findings with the inspector's immediate supervisor. To make a request for review and discussion, you must contact the licensing supervisor at the regional licensing office that serves your geographical area.

Regardless of whether a supervisory review has been requested, the results of the inspection will be posted to the DSS public website within 5 business days of your receipt of the Inspection Summary and/ or Violation Notice. The department's inspection findings are subject to public disclosure.

A. Walden
 Inspector Signature


 Facility/Program Representative Signature

Virginia Department of Social Services
Division of Licensing Programs
Summary, Violation and Supplemental Report

INSPECTION SUMMARY

Facility Name/Number: Childtime 1005 352986 Inspection Date: 04/04/2024
DBA: Inspection End Date: 04/04/2024
Inspect.Type: Complaint Unannounced Non-Mandated

Areas of Standards Reviewed

8VAC20-780 Administration.
8VAC20-780 Staff Qualifications and Training.
8VAC20-780 Physical Plant.
8VAC20-780 Staffing and Supervision.
8VAC20-780 Programs.
8VAC20-770 Background Checks (8VAC20-770)
20 Access to minor's records
22.1 Background Checks Code, Carbon Monoxide
63.2 Child Abuse & Neglect

Comments/Discussion

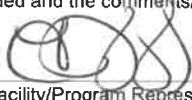
The licensing inspector conducted an unannounced complaint inspection on 04/04/2024 In response to a complaint that was received in the licensing regarding allegations in the area of Supervision and Ratios. Interviews were conducted with staff, records reviewed and observations of the program were made relating to the allegation. Information gathered during the inspection determined non-compliance(s) with applicable standards or law and violations were documented on the violation notice issued to the program.

Violation Notice Issued:Yes

By signature the facility representative acknowledges that the inspector reviewed all information found on the Inspection Summary, including areas of standards reviewed, date(s) and time(s) of inspection, technical assistance provided and the comments/discussion section.

A.Walden
Inspector Signature

Date: 04/04/2024


Facility/Program Representative Signature
Date: 4/29/24

Virginia Department of Social Services
 Division of Licensing Programs
 Summary, Violation and Supplemental Report

VIOLATION NOTICE

Facility Name/Number: Childtime 1005 352986
 DBA:
 Inspect.Type: Complaint

Inspection Date: 04/04/2024
 Inspection End: 04/04/2024
 Unannounced Non-Mandated


STANDARD NUMBER	DESCRIPTION OF VIOLATION	PLAN OF CORRECTION	DATE TO BE CORRECTED
8VAC20-780-(5)-350-C Complaint Related	<p>Based on interviews, record review and observation the center did not ensure when children are in ongoing mixed age groups, the staff-to-children ratio to the youngest child in the group shall apply to the entire group.</p> <p>Evidence:</p> <p>1. On 03/20/2024, the center was not in compliance with the staff-to-child ratio when children were in a mixed age group.</p> <p>a. The face-to-name transition sheet documents staff #5 had 11 children ranging in age from 3 -12 years between 7:50am and 7:56am</p> <p>b. The ratio applicable to the youngest child, who was four years is 1 staff :10 children.</p> <p>2. On 04/04/024 at approximately 1:00pm, the center was not in compliance with the staff-to-child ratio when children were in a mixed age group.</p> <p>a. There were 22 children in the preschool room ranging in age from 4 - 8 years with 1 staff member present.</p> <p>b. The ratio applicable to the youngest child, who was four years, is 1 staff :10 children.</p> <p>C. Staff #3 confirmed the school-age children were in the preschool room while he was cleaning the school-age classroom's floors.</p>	<p>The following corrective action was provided by the program director:</p> <p>We will be conducting a re-training on VADOE Standards for Licensed Child Day Center regarding mixed groups, ratios and group size on 5/1/2024. This retraining will include expectations moving forward that staff are to send families to the office to see a manager in the event that the classroom is at max ratio during drop off time in the morning as well as an open discussion to ensure understanding and address challenges. Additionally, center management will complete ratio checks two times daily to ensure compliance.</p>	05/01/2024

Compliance with all applicable regulations and law shall be maintained and any areas of noncompliance must be corrected.

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Regardless of whether a supervisory review has been requested, the results of the inspection will be posted to the DSS public website within 5 business days of your receipt of the Inspection Summary and/ or Violation Notice. The department's inspection findings are subject to public disclosure.

A. Walden
 Inspector Signature


 Facility/Program Representative Signature

Virginia Department of Social Services
 Division of Licensing Programs
 Summary, Violation and Supplemental Report

VIOLATION NOTICE

Facility Name/Number: Childtime 1005 352986

Inspection Date: 04/04/2024

DBA:

Inspection End 04/04/2024

Inspect.Type: Complaint

Unannounced Non-Mandated


STANDARD NUMBER	DESCRIPTION OF VIOLATION	PLAN OF CORRECTION	DATE TO BE CORRECTED
	D. . The Assistant Director confirmed the center was short staffed and sent the school-age children in the preschool room in an effort to give staff a lunch break.		

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Virginia Department of Social Services
Division of Licensing Programs
Summary, Violation and Supplemental Report

INSPECTION SUMMARY

Facility Name/Number: Childtime 1005 352986

Inspection Date: 05/15/2024

DBA:

Inspection End Date: 05/15/2024

Inspect.Type: Complaint

Unannounced Non-Mandated

Areas of Standards Reviewed

8VAC20-780 Administration.
8VAC20-780 Staff Qualifications and Training.
8VAC20-780 Staffing and Supervision.
8VAC20-780 Programs.
8VAC20-780 Special Care Provisions and Emergencies
8VAC20-780 Special Services.
8VAC20-770 Background Checks (8VAC20-770)

Technical Assistance Provided

Comments/Discussion

The licensing inspector conducted an unannounced complaint inspection on 05/15/2024 In response to a complaint that was received in the licensing regarding allegations in the areas of Special Feeding Needs, Special Services and Emergencies. Interviews were conducted with staff, records reviewed and observations of the program were made relating to the allegations. Information gathered during the inspection determined non-compliance(s) with applicable standards or law and violations were documented on the violation notice issued to the program.

Violation Notice Issued:Yes

By signature the facility representative acknowledges that the inspector reviewed all information found on the Inspection Summary, including areas of standards reviewed, date(s) and time(s) of inspection, technical assistance reviewed provided and the comments discussion section.

AWalden
Inspector Signature

Date: 05/15/2024

[Signature]
Facility/Program Representative Signature

Date: 5/28/24

Virginia Department of Social Services
Division of Licensing Programs
Summary, Violation and Supplemental Report

VIOLATION NOTICE

Facility Name/Number: Childtime 1005 352986

Inspection Date: 05/15/2024

DBA:

Inspection End 05/15/2024

Inspect.Type: Complaint

Unannounced Non-Mandated


STANDARD NUMBER	DESCRIPTION OF VIOLATION	PLAN OF CORRECTION	DATE TO BE CORRECTED
8VAC20-780-(5)-340-D	<p>Based on a record review, observation and interview the center did not ensure that there was at least one staff member who meets the qualifications of a program leader.</p> <p>Evidence: Neither Staff #1 nor Staff #2, met the qualifications of a program leader. Both staff were observed supervising 10 two year-old children. a. Staff #1 and Staff # 2 confirmed they are not program leaders and that their role was that of an assistant . b. The Program Director confirmed the two year-old room did not currently have program leader. c. Staff #1, #2 and #3 each have signed job descriptions that state their role in the center is to assist the lead teacher.</p>	<p>The following corrective action was provided by the licensee: "We will be placing a qualified program leader in this classroom by June 3rd. We have already announced on 5.22.24 to the families that a lead teacher will be assigned to the classroom."</p>	06/03/2024
8VAC20-780-(7)-550-P Complaint Related	<p>(COMPLAINT RELATED) Based on record review and interview the center did not maintain a written record of children's minor injuries in which entries are made the day of occurrence. Evidence: the center did not have written record of an injury sustained by a child in care on 04/30/2024. 1. Child #1 fell resulting in a scrape and bleeding to his knee on 04/30/2024. 2. Staff #1 confirmed she did not provide the parent an injury report because the center did not have any injury reports available for staff to use.</p>	<p>The following corrective action was provided by the licensee: "The center will ensure that every injury no matter how minor is recorded in writing to parents on the day of its occurrence. At our next staff meeting on May 29th staff will be re-trained on how to complete incident reports in their classrooms. Moving forward all staff members will immediately contact center management any time they have an incident occur so we can ensure we are communicating to the parents and properly filling out the incident report in a timely manner. Staff will sign off on their knowledge of what LCG's incident reporting procedures are."</p>	05/29/2024

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AWalden
Inspector Signature


Facility/Program Representative Signature

Virginia Department of Social Services
 Division of Licensing Programs
 Summary, Violation and Supplemental Report

VIOLATION NOTICE

Facility Name/Number: Childtime 1005 352986
 DBA:
 Inspect.Type: Complaint

Inspection Date: 05/15/2024
 Inspection End 05/15/2024
 Unannounced Non-Mandated

STANDARD NUMBER	DESCRIPTION OF VIOLATION	PLAN OF CORRECTION	DATE TO BE CORRECTED
8VAC20-780-(7)-550-O Complaint Related	<p>(COMPLAINT RELATED) Based on record review and interviews the center did not notify the parent by the end of the day of any known minor injuries.</p> <p>Evidence: On 04/30/2024 the parents of Child #1 were not notified their child fell and scraped his knee resulting in broken and bleeding on his knee, requiring first aid by staff.</p> <p>1. The Program Director did not inform Child #1's parent that he had sustained a scrape on his knee. The program director told the parent the their child #1 did not have a mark on his knee.</p> <p>2. Staff #1, #2 and #3 confirmed 2 year-old child#1 fell and scraped his knee while in care on 04/30/2024.</p> <p>3 Staff #1 confirmed she cleaned the child's knee because it was scraped and bleeding.</p> <p>4 Staff #1 stated she forgot to inform the parents at pick-up that child #1 had scraped his knee that day because the center did not have anymore injury reports.</p> <p>5. The parent discovered her child had a scraped knee after she had picked him up for the day. The parent confirmed an injury report was not provided and the program director told her the child did not have marks on his knee.</p>	<p>The following corrective action was provided by the licensee: "The center will ensure that every injury no matter how minor is reported to parents on the day of its occurrence. At our next staff meeting on May 29th staff will be re-trained on how to communicate to parents if and when an incident occurs in their classroom with a child. Staff will be trained on how to contact parents prior to receiving written report prior to pick up. Once center management has been notified of an incident, they will ensure parents have been contacted by teachers via Sprout About and/or call the parents themselves for more serious incidents. Management will ensure communication has occurred prior to signing off on written incident reports. Staff will sign off on their knowledge of what LCG's incident reporting procedures are."</p>	05/29/2024

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