

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



Pete Ricketts, Governor

October 20, 2017

PRIMROSE SCHOOL OF LA VISTA

Theresa Thibodeau, Owner

8202 S. 97th Plaza

LaVista, NE 68128

Dear Thibodeau:

In accordance with the letter written by Jo Pfeiffer, Child Care Licensing Supervisor, on October 16, 2017, the original License of Primrose School of LaVista to operate as a Child Care Center in the State of Nebraska has been placed on Corrective Action Status. A license imprinted with the term "Corrective Action Status" is enclosed. This status became effective October 5, 2017, and it will remain in effect until April 5, 2018. Upon completion of this term, a new license will be issued to the Child Care Center.

At this time we ask that you submit the current license of Primrose School of LaVista by return mail, within the next seven (7) days, to DHHS, Division of Public Health, Licensure Unit, Attn: Rita Krusemark, 301 Centennial Mall South, Lincoln, NE 68509-4986.

If you have any questions, please contact Jo Pfeiffer, Child Care Licensing Supervisor, at (402) 595-3335.

Sincerely,

Becky Wisell, Administrator
Licensure Unit
301 Centennial Mall South
Lincoln, NE 68509-4986

BW/dcp

cc: Children's Services Licensing

This license shall be kept available in the establishment and such proof of credentialing shall be shown upon request.

State of Nebraska

Department of Health and Human Services
Division of Public Health

ANJOEL INC

is hereby authorized in compliance with laws of the State of Nebraska to establish and conduct an
Operating **Child Care Center**

located at: **8202 SOUTH 97th PLZ La Vista NE 68128**

A maximum of **182** children in ages **6 WKS** to **12 YRS** may be in attendance at any one time during the hours of **0630** to **1830** on **MTWTHF**.

PRIMROSE SCHOOL OF LA VISTA owned by **ANJOEL INC** is hereby issued License No. **CCC9430**
whose status is **Active-Corrective Action Status** effective from **10/05/2017**

Amended: **10/05/2017**

Given under the name and Seal of the Department
of Health and Human Services Regulation and
Licensure of the State of Nebraska at Lincoln on
October 20, 2017.



Thomas L. Williams, MD - Chief Medical Officer
Director, Division of Public Health
Department of Health and Human Services

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Pete Ricketts, Governor

October 16, 2017

Primrose School of LaVista
8202 South 97th Plz
LaVista Ne. 68128

Dear Ms. Thibodeau:

The Nebraska Department of Health and Human Services, Children's Services Licensing, has received your corrective action plan. The attached corrective action plan has been reviewed and given final approval effective 10/5/2017.

A new license identified with "Corrective Action Status" will be mailed to your facility. The new license is to be posted in a prominent location. This license status will be in effect for a period of six months from the date of approval, 10/5/2017 until 4/5/2018.

Compliance with the terms of the Corrective Action Status will be monitored by announced or unannounced inspections to your facility by Children's Services Licensing staff. Any violation may be grounds for discipline as the Office of Children's Services Licensing Program may determine appropriate.

If you have any questions, please contact Meghan Brewer Child Care Inspection Specialist, at 402-595-1948 or me.

Sincerely,



Jo Pfeiffer, Child Care Licensing Supervisor
Office of Children's Services Licensing
Department of Health and Human Services
1313 Farnam St.
Omaha, NE 68102
402-595-3335/ Jo.Pfeiffer@nebraska.gov

/jp

Cc: Meghan Brewer, Child Care Inspection Specialist
Heather Stryker, Resource Developer Supervisor

October 5, 2017

Meghan Brewer
Child Care Inspection Specialist
Nebraska Department of Health and Human Services
Office of Children's Services Licensing
1313 Farnum St. 3rd. Floor
Omaha, NE 68102

Dear Meghan,

Please see below our written plan of correction along with supporting documents:

1. On September 14, 2017 The Primrose School of La Vista identified an issue in regards to state regulation 391 NAC 3 – 006.19 Supervision of children. The violation was recognized when the center's Director noticed two three-year-old children unattended on the preschool playground area.
2. The Primrose School of La Vista began the correction of this violation immediately. We terminated the offending staff member, immediately notified the parents of the two children, and self-reported to our licensing specialist Meghan Brewer. We also followed up with an email to all Preschool parents alerting them to the incident that occurred on the playground. Ongoing corrections have included re-training staff members on name-to-face counts and the importance of completing them each and every time they exit or enter the classroom. Jennifer Pessini (School Director) and Theresa Thibodeau (School Owner) spent time with each teacher re-training and verifying that they know how to use the teacher iPad to do name-to-face counts as well as check children in and out of the classroom. After the in-person retraining a follow-up email was sent to all classrooms. The Leadership Team has begun monitoring the name-to-face iPad usage during outside time for each classroom using the Tadpoles (application used on iPads) website on the front office computer. Policies and Procedures regarding staff supervision have been re-trained during a staff meeting and re-distributed to each teacher.
3. The following written documentation is being submitted to support the above mentions corrections is being submitted to the Department:
 - a. Staff Supervision of children
 - b. Playground policy (items regarding name-to-face counts are highlighted)
 - c. Our classroom policy and procedures guide that each teacher has been trained on before they are allowed to enter the classroom as a teacher.
4. The individuals responsible for corrections and maintenance are:
 - a. Theresa Thibodeau – Owner
 - b. Jennifer Pessini – Executive Director
 - c. Tricia Sparks – Curriculum Director
 - d. Stephanie Nelsen – Assistant Director
 - e. Kelly Bell – Office Manager



5. Timeline for compliance to the correction plan:

- a. September 26, 2017 all staff members were re-trained on name-to-face and supervision of children at the monthly staff meeting.
- b. September 26, 2017 monitoring of outside time and name-to-face counts from the front office computer began and are done each time a classroom goes outside and returns back into the building.
- c. September 28, 2017 each teacher was re-trained on how to do name-to-face counts and the check in and check out procedure on the classroom iPad using the Tadpoles app.
- d. October 4, 2017 each teacher and Leadership Team member was distributed the Staff Supervision of Children Policy, the Playground Policy and the Classroom Policy and Procedures that refers to supervising children on the playground.

The Primrose School of La Vista has taken this violation seriously and will continue training on an ongoing basis as a reminder to all teachers. We are thankful to the Department for their help.

If you have any additional questions or need additional information please contact Theresa Thibodeau or Jennifer Pessini at 402-517-1153 or by email at: theresat@primroselavista.com or jennifer@primroseoflavista.com.

Sincerely,



Theresa Thibodeau
Franchise Owner
Primrose School of La Vista



Policy: STAFF SUPERVISION OF CHILDREN

Proper supervision of children in our care, including ancillary activities, requires the following from teachers:

- **Being aware of the children in their care at all times** through sight and hearing and close enough to intervene if necessary.
- **Never leaving children unattended.** The only exception is for children four years of age and older who may go to the restroom without supervision while they are in the restroom (check state regulations). However, even in that instance, the teacher does not allow a child to leave the group unattended to go to the restroom – from the playground to the classroom or from one classroom to another, etc. Teachers should not "send" a child to the office to relay a message, take the head count, etc.
- **Knowing exactly how many children are present at all times - whether in the classroom, on the playground, or in ancillary activities, - and who those children are.** Match the child's name to the child's face. Simply counting children may not be sufficient to ensure the right number represents the right children. For instance, a parent may bring a child into the classroom or onto the playground and another parent may pick up a child. The number remains the same, but the children representing that number are different.
- **Conducting proper head counts.** If someone taking a head count asks the teacher for a number of children and the teacher has to stop and count, there is no way to ensure that a child is not missing. An example of a correct answer to the question of how many children a preschool teacher has would be, "I have 12 total present, 11 at tables and in centers and Sam is in the restroom" (and that child in the restroom would be in her view). That is how specific teachers must be in their knowledge of who is in the classroom as that is the only way to ensure all children have been accounted for.
- **Using the roll sheet to conduct head counts.** It is extremely important to use the roll sheet to check children in as they arrive and out as they leave or to conduct head counts, whether in the classroom, on the playground, or in ancillary activities.

At no time does Primrose Schools relinquish its responsibility for children in our care. A staff member must be present at all times during ancillary activities, at school or off campus. If the ancillary activity is off campus, it must be treated as a field trip. A release waiver signed by a parent is not recognized as a Primrose document and therefore may not be used. Management team members must ensure teachers are aware of what the student to teacher ratios and groups sizes are for their school. In most cases, Primrose ratios exceed the state requirements and must be followed at all times, unless state ratios are more restrictive.

See Also: [Field Trip Restroom Procedures](#)

Effective: 05/01/2014
Rev: 01/08/2016



Primrose SchoolsSM

The Leader in Educational Child CareSM

Procedure: Supervision of Children

Teachers should directly supervise infants, toddlers, and preschoolers by sight and hearing at all times, even when the children are going to sleep, napping or sleeping, are beginning to wake up, or are indoors or outdoors. School-age children should be within sight or hearing at all times. Ratios should remain the same whether inside or outside.

Teachers should regularly count children (name to face on a scheduled basis, at every transition, and whenever leaving one area and arriving at another), going indoors or outdoors, to confirm the safe whereabouts of every child at all times. Additionally, they must be able to state how many children are in their care at all times. Teachers should use 360Connect to check students in/out throughout the day.

Follow the 360Connect Procedures:

- a) Taking Attendance & Transitioning Children
- b) Combining/Splitting of Classrooms (Opening/Closing Procedures)
- c) Maintaining Name-to-Face Recognition while Transitioning Children
- d) Checking In/Out Explorers Students

Developmentally appropriate child:staff ratios should be met during all hours of operation, including indoor and outdoor play and field trips, and safety precautions for specific areas and equipment should be followed. A school should not operate with fewer than two staff members if more than six children are in care, even if the group otherwise meets the child:staff ratio. Although schools often downsize the number of staff for the early arrival and late departure times, another adult must be present to help in the event of an emergency. Refer to the Staff Supervision of Children Policy.

RATIONALE:

Supervision is basic to safety and the prevention of injury and maintaining high-quality child care. To be available for supervision or rescue in an emergency, an adult must be able to hear and see the children. In case of fire, a supervising adult should not need to climb stairs or use a ramp or an elevator to reach the children. Stairs, ramps, and elevators may become unstable because they can be pathways for fire and smoke.

Children who are presumed to be sleeping might be awake and in need of adult attention. A child's risk-taking behavior must be detected and illness, fear, or other stressful behaviors must be noticed and managed.

The importance of supervision is not only to protect children from physical injury, but from harm that can occur from topics discussed by children or by teasing/bullying/inappropriate behavior. It is the responsibility of teachers to monitor what children are talking about and intervene when necessary.

Children like to test their skills and abilities. This is particularly noticeable around playground equipment. Even if the highest safety standards for playground layout, design and surfacing are met, serious injuries can happen if children are left unsupervised. Adults who are involved, aware, and appreciative of young children's behaviors are in the best position to safeguard their well-being. Active and positive supervision involves:

- a) Knowing each child's abilities;



- b) Establishing clear and simple safety rules;
- c) Being aware of and scanning for potential safety hazards;
- d) Placing yourself in a strategic position so you are able to adapt to the needs of the child;
- e) Scanning play activities and circulating around the area;
- f) Focusing on the positive rather than the negative to teach a child what is safe for the child and other children;
- g) Teaching children the developmentally appropriate and safe use of each piece of equipment (e.g., using a slide correctly – feet first only – and teaching why climbing up a slide can cause injury, possibly a head injury).

Children are going to be more active in the outdoor learning/play environment and need more supervision rather than less outside. Playground supervisors need to be designated and trained to supervise children in play areas. Supervision of the playground is a strategy of watching all the children within a specific area and not engaging in prolonged dialog with any one child or group of children (or other staff).

Children need spaces, indoors and out, in which they can withdraw for alone-time or quiet play in small groups. However, program spaces should be designed with visibility that allows constant unobtrusive adult supervision. To protect children from maltreatment, including sexual abuse, the environment layout should limit situations in which an adult or older child is left alone with a child without another adult present.

Regular counting of children (name to face) will alert the staff to begin a search before the child gets too far, into trouble, or slips into an unobserved location.

Teachers should record the count in 360Connect, along with notations of any children joining or leaving the group. Teachers should do the counts before the group leaves an area and when the group enters a new area and about every fifteen minutes. The school should assign and reassign counting responsibility as needed to maintain a counting routine.

Teachers should be ready to provide help and guidance when children are ready to use the toilet correctly and independently. Teachers should make sure children correctly wash their hands after every use of the toilet, as well as monitor the bathroom to make sure that the toilet is flushed, the toilet seat and floor are free from stool or urine, and supplies (toilet paper, soap, and paper towels) are available.

Older preschool children and school-age children may use toilet facilities without direct visual observation but must remain within hearing range in case children need assistance and to prevent inappropriate behavior. If toilets are not within sight or hearing of a teacher, an adult should accompany children younger than five years of age to and from the toilet area.

REFERENCES : *Caring for Our Children*, Chapter 2: Program Activities for Healthy Development, 2.2.0.1 Methods of Supervision of Children

See: [Staff Supervision of Children Policy](#)

Rev: 11/17/2016



Policy: BALANCED FUN PLAYGROUND POLICY

Act as a guide to the children's play experience. Participate actively and supervise their play. Redirect and guide when necessary to encourage cooperative play . . . encourage imaginative thoughts by children and channel their energies in positive ways.

1. Keep sand in the sand/water table. Children are not allowed to throw sand.
2. Inspect the playground daily for sticks, broken glass, broken toys, loose fencing, unlocked gates, and any other hazards that may be harmful to children.
3. Most accidents occur on the playground, therefore refrain from socializing with teachers or using outdoor time as a "break" period. Do NOT sit on benches, or picnic tables. Push children on swings, play with children at the sand/water table and help children on the equipment. NEVER leave children unattended on the playground or send children into the building unsupervised. Teachers are required to stay on the playground with their classes at all times.
4. Station yourself on the playground where children can be seen at any angle. Face the playground at all times. Circulate on the playground for better supervision from different angles.
5. Caution children in the swing area and allow usage of equipment in intervals.
6. Teachers should carry their class iPad with Tadpoles attendance app. with them while on the playground and conduct name – to – face counts while exiting and entering the building.
7. Respect parents' wishes by sending children outdoors in the attire they arrived at school in, such as sweaters, jackets, etc. Watch children carefully and see that they do not get overheated or take off their outerwear, unless it is an exceptionally warm day.
8. Children are not allowed to play on shrubs, hills, or fences.
9. Children must sit on swings - not lie on tummies.
10. Only three (3) children should be on tire swings at one time. Prevent tire swings from being twisted.
11. Children are not allowed to push others or pull their clothes.
12. Children are not permitted to stand on picnic tables or benches.
13. Children are not permitted to play with sharp sticks, or bark chips.
14. Universal Precautions waist packs should be worn by staff when supervising children on the playground.
15. Be diligent, cheerful and encourage the children to enjoy their playtime.

PLEASE REMEMBER:

PRIMROSE SCHOOLS RATIOS MUST BE MAINTAINED AT ALL TIMES. RATIOS DO NOT CHANGE WHILE CHILDREN ARE PLAYING ON THE PLAYGROUND.

Classroom Policies and Procedures

OCT 10 2018

Classical Music

- Play classical or semi-classical music to provide a peaceful environment during nap time.
- Rub children's backs to help them relax and fall asleep.

Monitoring Children

- Staff members must walk around the classroom and monitor the children at least every 10 minutes during nap time. Children's faces cannot be covered.
- Watch and listen for breathing patterns, children's color, etc. It is about taking the extra step to attend to the health and safety of each child.
- Infant Classroom lights are never turned off.

Balanced Fun Playground

- All teachers inspect the playground area, fences and gates daily for items that could be harmful to children before taking the children to the playground.
- After conducting the thumbs up activity for the day, teachers encourage and participate in children's play on the playground.
- This is a good time to observe how children interact with one another in a less structured setting than the classroom.
- It's also the best time to observe developmental milestones. Circulate the playground to actively observe children at all times.
- Teachers may not stand around or use this time to chat with co-workers.
- Remember to maintain Primrose Schools staff-to-child ratios at all times or state ratios if lower, including on the playground. It is an extension of the classroom.
- Take first aid pack to the playground as instructed in the Safe School Plan.
- Do not let children go to the bathroom from the playground unattended.
- Do name-to-face counts when taking the children out and when returning from the playground to ensure you have accounted for all of the children.

The Balanced Fun Playground Policy is posted by the exit door in each classroom as part of the Safe School Plan Center.

- Teachers should learn this policy and teach the children the playground rules, especially those relating to safety.
- Teachers should wear the provided first aid fanny pack and carry the class iPad to take accurate name-to-face count when going to the playground and coming in from the playground.

Unapproved Water Activities

A child can drown in less than one inch off water. Primrose Schools do not offer pick up or delivery service for swimming lessons.

Primrose Schools does not permit any type of water-related activities, either at the school or at



NEBRASKA

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DEPT. OF HEALTH AND HUMAN SERVICES



Pete Ricketts, Governor

September 26, 2017

CERTIFIED MAIL

Primrose School of LaVista
Owner: ANJOEL INC.
8202 South 97th PLZ.
LaVista Ne. 68128

Dear Ms. Thibodeau:

Nebraska Revised Statutes, section 71-1911 (4), of the Child Care Licensing Act provides that the department may place a license on Corrective Action Status...., a non-disciplinary probationary license may be issued for the licensee to operate under Corrective Action Status if the department determines that:

- a) The Licensee is unable to comply with all the licensure requirements and standards or has had a history of noncompliance;
- b) The effect of noncompliance with any rule or regulation does not present an unreasonable risk to the health, safety, or well-being of children or staff; and
- c) The Licensee has a written plan of correction that has been approved by the department.

FACTS:

On September 14, 2017, two- three year old children were left on the playground unnoticed by staff members. The children were left outside unattended and unsupervised for approximately 5 minutes, at which time, the children were seen outside by a staff member as they were leaving for the day.

REGULATORY BASIS:

391 NAC 3-006.19 Supervision of Children (page 34):
Adequate and appropriate supervision must be provided to children at all times children are in attendance, including during outdoor play. Ultimate responsibility for supervision rests with the licensee.

391 NAC 3-003.05B, Corrective Action Status (page 11): The Department may place a provisional or operating license on corrective action status for up to six months if:

1. The licensee is unable to comply with all licensure requirements and standards or has a history of noncompliance;
2. The effect of noncompliance with any rule of regulation does not present an unreasonable risk to the health, safety, or well-being of children or staff; and
3. The licensee has a written plan of correction that has been approved by the Department.

Based on the facts presented above and the regulations violated, the department is placing your license on Corrective Action Status for a period of 6 months.

OCT 10 2017

Corrective Action Status is voluntary and the decision regarding placement on Corrective Action Status is not appealable. However, you are required to submit a written Plan of Correction that must be approved by the department. The following items must be included in your written Plan of Correction:

1. Identification of issue(s) concern;
2. Provisions for how you will correct and maintain compliance;
3. Specify the written documentation to be provided to the Department;
4. Identify who is responsible (include position titles) for corrections and maintenance of compliance; and
5. Timelines.

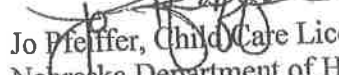
Please submit your written Plan of Correction to Meghan Brewer, Child Care Inspection Specialist, Nebraska Department of Health and Human Services, Office of Children's Services Licensing, 1313 Farnam St., 3rd Floor, Omaha, NE 68102 **within ten calendar days** after you receive this letter.

If you do not submit a written Plan of Correction, or the written Plan of Correction is not approved, the department may discipline your license by imposing one or a combination of the following types of Disciplinary Action:

1. Issue a probationary (disciplinary) license;
2. Suspend or revoke a provisional, probationary or operating license;
3. Impose a civil penalty of up to five dollars per child, based upon the number of children for which the program is authorized to provide child care on the effective date of the finding of the violation, for each day the program is in violation;
4. Establish restrictions on new enrollment in the program;
5. Establish restrictions or other limitations on the number of children or the age of the children served in the program; or
6. Establish other restrictions or limitations on the type of service provided by the program.

If you have questions regarding this letter, please contact Child Care Inspection Specialist, Meghan Brewer, 402-595-1948 or Child Care Licensing Supervisor, Jo Pfeiffer, 402-595-3335.

Sincerely,


Jo Pfeiffer, Child Care Licensing Supervisor
Nebraska Department of Health and Human Services
Office of Children's Services Licensing
1313 Farnam St, 3rd Floor
Omaha, NE 68102

cc: Meghan Brewer, Child Care Inspection Specialist
Office of Children's Services Licensing, Central Office