

Early Learning and Childcare Facility Inspection Report

Type of Inspection:
Monitoring Inspection

Pursuant to section 21 of the *Early Childhood Services Act*, operators of licensed early learning and childcare facilities must post their most recent inspection report in a clearly visible and prominent place in the facility.

Name of operator Cassel Enterprises Ltd.	Licence Number 2017681	Inspection Date July 17, 2023
Facility Name Hands On Learning Enrichment Centre		Telephone Number (506) 878-4263
Address 2282 Mountain Road Moncton NB E1G 1B4		
Name of Early Learning and Childcare Licensing Staff Erika Hickey		Position Title Quality Assurance Monitor

Order for Compliance	Regulation	Date to be corrected	Date corrected
21 The daily activities of a licensed facility shall be purposely planned in advance and documented and shall respond to the capabilities, needs and interests of each child and shall include (c) opportunities (v) to experience accomplishment and success.	21(c)(v)	Jul 18, 2023	
Comments: During the monitoring inspection, the Quality Assurance Monitor has observed a child being spoon fed their lunch. The Quality Assurance Monitor asked if there was a reason why the child was not feeding themselves. The educator shared that the child does not hold the spoon well and does not know how. The Quality Assurance Monitor reminded the educator that during mealtime is a great opportunity to practice those skills and has recommended that they allow the child to practice holding and using spoons during mealtimes and during free play to help the child develop their skills and confidence. It is the educator's responsibility to promote children autonomy and to foster opportunities for children to experience accomplishments and success. The Quality Assurance Monitor observed that when the child succeeded, the educators did not acknowledge the child's accomplishments and reverted back to feeding the child when the child showed signs of struggles. The Quality Assurance Monitor recommends that the Curriculum Framework and Support Documents be consulted.			
21 The daily activities of a licensed facility shall be purposely planned in advance and documented and shall respond to the capabilities, needs and interests of each child and shall include (c) opportunities (vi) to problem-solve.	21(c)(vi)	Jul 18, 2023	
Comments: During the inspection, the Quality Assurance Monitor and the Inspector have observed children taking toys from each others hands and pushing each other. The Quality Assurance Monitor and the Inspector observed the educators tell the children to stop doing the action and proceed to give a different toy to the child who had their toy taken. The Quality Assurance Monitor and Inspector observed that the educators did not validate the children's emotions or comfort the children crying. It was observed that the educators did not attempt to offer the vocabulary or tools to help the children express themselves and to help them problem solve the conflict. Educators must take the time to listen and model problem solving skills. Educators should validate the children's feelings and give them the vocabulary to communicate and express those feelings. Educators must be accessible to provide support to the children. The Quality Assurance Monitor recommends that the Curriculum Framework and Support Documents be consulted.			
21 The daily activities of a licensed facility shall be purposely planned in advance and documented and shall respond to the capabilities, needs and interests of each child and shall include (c) opportunities (vii) to develop trusting, respectful and supportive relationships with educators and children.	21(c)(vii)	Jul 18, 2023	

Order for Compliance	Regulation	Date to be corrected	Date corrected
<p>Comments: During the monitoring inspection, the Quality Assurance Monitor and the Inspector observed several children with dried crusty noses and upper lips. The Quality Assurance Monitor and the Inspector have observed some educators tending to the care of the children and helping the children clean their noses and faces. The Quality Assurance Monitor and the Inspector observed other educators not cleaning their children's crusty and runny noses. One child was observed with nasal discharge coming out of their nose and into their mouth while playing. The child walked by the educators several times with nasal discharge on their upper lip and mouth and the educators did not tend to the child to clean the child. The Inspector notified the educator that the child nasal discharge going into their mouth and then the educator assisted the child in cleaning their face.</p> <p>Educators must provide children with consistent and trusting relationships that respects the children's needs. Deep, caring, enduring relationships between children and educators provide predictability and secure attachment in children's lives. Forming warm and responsive relationships with children means respecting their needs and active listening to validate and respond to their needs.</p>			
24(1) For the purposes of subsection 20(1) of the Act, the following records and documents shall be maintained on the premises of a licensed facility: (c) staff member records that include (iii) a description of the staff member's duties and responsibilities.	24(1)(c)(iii)	Jul 03, 2023	Jul 18, 2023
<p>Comments: During the monitoring inspection, the inspector observed that the missing description of duties is now present in the staff member's file. Deficiency is now compliant.</p>			
28(3) The premises of a licensed facility shall comply with (a) lighting, ventilation and other general health standards under the Public Health Act.	28(3)(a)	Jun 29, 2023	Jul 18, 2023
<p>Comments: During the follow-up inspection, the Quality Assurance Monitor observed that a child's hands were washed with a soap and water mixture from a spray bottle, then wiped with a paper towel after the child had played outside and before eating lunch. The mechanical action of hand washing (rubbing of hands together with soap and water) breaks down the tiny bits of grease, fat, and dirt on hands that bad germs cling to. It is the combination of soap, rubbing, rinsing, and drying that helps germs slide off the hands. During the inspection, an educator brought the child to the washroom to properly wash their hands. Deficiency is now compliant.</p>			
30(3) An operator shall maintain the indoor play area of a licensed facility to ensure the safety of the children.	30(3)	Jun 29, 2023	
<p>Comments: During the monitoring inspection, the Quality Assurance Monitor observed children putting crayons in their mouths and other children playing with these same crayons. The Quality Assurance Monitor asked the educator if they had a bin for mouthed toys and the educator asked the Quality Assurance Monitor if they were asking about the crayons. The educator mentioned that the bin must have been removed from the room. The mouthed toys were not cleaned or removed from play during the inspection. The operator must ensure that mouthed toys are cleaned instantly or removed from play.</p>			
31(3) An operator shall maintain the outdoor play area of a licensed facility to ensure the safety of the children.	31(3)	Jul 21, 2023	
<p>Comments: During the monitoring inspection, the Quality Assurance Monitor and Inspector observed that an aluminum piece of siding is detached form the building and sticking out near the water table. The operator must maintain the outdoor play area of a licensed facility to ensure the safety of the children.</p> <p>The Quality Assurance Monitor and Inspector also observed children licking toys and other children licking and playing with these same toys. The mouthed toys were not cleaned or removed from play during the inspection. The operator must ensure that mouthed toys are cleaned instantly or removed from play.</p>			
32(1) An operator of a licensed facility shall provide indoor play area materials and equipment that are (a) varied and in sufficient quantity for the number and ages of the children receiving services at the licensed facility.	32(1)(a)	Jul 18, 2023	
<p>Comments: During the monitoring inspection, the Quality Assurance Monitor has observed that 6 books in the infant play area were broken. The Quality Assurance Monitor asked the educators if they have noticed that the books were damaged, and the educators confirmed that they are aware. The Quality Assurance Monitor asked if they have access to more books to replace the broken books to ensure there are enough books available to the children. The educator shared that they do not have any on-site and that they would need to ask the director to bring more in. The administrator on-site has shared that they verify the infant books every Friday and replenish the damaged books. More books must be added to the reading area to ensure there are sufficient books available to the infants.</p>			

Order for Compliance	Regulation	Date to be corrected	Date corrected
32(1) An operator of a licensed facility shall provide indoor play area materials and equipment that are (b) arranged on low, open shelves and accessible to the children receiving services at the licensed facility,	32(1)(b)	Jul 18, 2023	
<p>Comments: During the inspection, an infant demonstrated the interest to hold the Quality Assurance Monitors pen and paper by extending their arm and hand in the direction to reach the pen and paper in the Quality Assurance Monitor's hand. The Quality Assurance Monitor gave the pen to the child and let the child draw on the note pad while asking the educator in the room if they have paper and crayons or pencils to offer the child since they are showing interest in drawing. The educator did not respond. The Quality Assurance Monitor observed that the art materials are stored on top of a shelf inaccessible to the children. The Quality Assurance Monitor once again asked the educator if they have paper and crayons to offer the child. The educator proceeded to give one page and one writing tool. The child made some drawing on the page. Another child went to the table and attempting to take away writing tool for the child drawing. The educator was observed with their back against the group and did not observe the children fighting over one writing utensil. The Quality Assurance Monitor notified the educator that the other child seems to also want to do some art. The educator did not provide the material and proceeded to put away objects. The Quality Assurance Monitor asked the educator again if they would provide the children with material to respond to their interest. The educator proceeded to give the child a page and one writing tool.</p> <p>Play materials must be stored in a way that is accessible to the children to give the children the opportunity to explore and discover.</p>			
32(1) An operator of a licensed facility shall provide indoor play area materials and equipment that are (d) clean and in good repair.	32(1)(d)	Jul 18, 2023	Jul 18, 2023
<p>Comments: During the monitoring inspection, the Quality Assurance Monitor has observed that 6 books in the infant play area were broken. The Quality Assurance Monitor asked the educators if they have noticed that the books were damaged, and the educators confirmed that they are aware. The Quality Assurance Monitor asked if they have access to more books to replace the broken books to ensure there are enough books available to the children. The educator shared that they do not have any on-site and that they would need to ask the director to bring more in. The administrator on-site has shared that they verify the infant books every Friday and replenish the damaged books. Deficiency is now compliant.</p>			
38(1) The children receiving services at a licensed facility shall have access to washrooms that include the following: (a) if one to nine preschool children or school-age children are receiving the services, one toilet and one sink; (b) if ten to 24 preschool children or school-age children are receiving the services, two toilets and two sinks; (c) if 25 to 49 preschool children or school-age children are receiving the services, three toilets and three sinks; and (d) if 50 or more preschool children or school-age children are receiving the services, four toilets and four sinks.	38(1)	Jul 18, 2023	
<p>Comments: During the renewal inspection, the Quality Assurance Monitor was informed that the third bathroom is used strictly for educators and infants, which brings down the number of available sinks and toilets for 48 preschool children to 2. The operator must ensure that all children receiving services at a licensed facility have access to washrooms that include three toilets and three sinks if 25 to 49 preschool children or school-age children are receiving the services at the facility.</p>			
39(2) A licensed facility shall have a separate locked storage space that is inaccessible to the children for each of the following: (a) toxic products, chemical products and cleaning supplies;	39(2)(a)	Jun 29, 2023	Jul 18, 2023
<p>Comments: During the monitoring inspection, the inspector observed two bottle of Off insect repellent in a basket on top of storage containers in the hallway. During the inspection, an educator placed the two bottles in the locked kitchen. Deficiency is now compliant.</p>			
40(1) An operator of a licensed facility shall ensure that personal belongings of a child receiving services at the licensed facility that are brought to the licensed facility, including combs, brushes, toothbrushes, towels, washcloths, bedding, pacifiers and soothers, are (b) used only for the intended child.	40(1)(b)	Jun 29, 2023	Jul 18, 2023

Order for Compliance	Regulation	Date to be corrected	Date corrected
<p>Comments: During the monitoring inspection, the inspector observed a child wearing a hat to go play outside, when the children were outside, the inspector observed another child wearing the same hat. The inspector asked an educator if the child was wearing another child's hat to which they responded that the hat did not belong to the child who was wearing it first. The operator must ensure that personal belongings are not shared to prevent and control communicable diseases and illness, including the spread of head and body lice. During the inspection, the Quality Assurance Monitor and the inspector also observed that diapers and wipes are being used for the intended child. Deficiency is now compliant.</p>			
<p>41(3) An operator of a licensed facility shall (a) post diaper-changing procedures in diaper-changing areas.</p>	41(3)(a)	Jun 29, 2023	Jul 18, 2023
<p>Comments: During the monitoring inspection, the Quality Assurance Monitor and Inspector observed that proper diaper changing procedures are followed. Deficiency is now compliant.</p>			
<p>48(4) If an infant is receiving services at a licensed facility, the operator shall (d) ensure that each bottle is stored with a cover in the refrigerator.</p>	48(4)(d)	Jul 18, 2023	Jul 18, 2023
<p>Comments: The Quality Assurance Monitor and the Inspector have observed an infant milk bottle in the outdoor play area when the infants were playing outside. The Quality Assurance Monitor and the Inspector have approached the educator to remind them that bottles must be stored in the refrigerator. The educator disposed of the milk that had been outside and offered the child a bottle with water. Deficiency is now compliant.</p>			
<p>49(1) An operator of a licensed facility shall ensure that the guidance of the children receiving services at the licensed facility is positive and includes positive reinforcement, encouraging efforts and recognizing accomplishments.</p>	49(1)	Jun 29, 2023	
<p>Comments: During the monitoring inspection, the inspector observed an educator lifting two children up off the floor by their wrist/ arm to guide them towards their classroom. The inspector informed the educator that they should ask the child to grab their hand and follow them or place an open hand on the child's back to guide them in the direction they need to go. The operator must ensure that a positive approach in the guidance of children is maintained.</p>			
<p>9(1) The child-to-staff ratio is one educator for each of the following groups of children of the same age receiving services at a full-time or part-time early learning and childcare centre: (a) three infants or fewer; (b) five children or fewer who are two years of age; (c) eight children or fewer who are three years of age; (d) ten children or fewer who are four years of age or older, but who are not yet attending school; and (e) 15 school-age children or fewer.</p>	9(1)	Jul 18, 2023	Jul 18, 2023
<p>Comments: During the inspection, The Quality Assurance Monitor observed a child in the washroom by themselves. The Quality Assurance Monitor observed that there were no educators in the washroom area. The child went to the washroom and washed their hands with no educator providing supervision. The Quality Assurance Monitor looked at the entrance to see if the child belonged to one of the educators in the common area as there were several staff members and children in the area. The Quality Assurance Monitor observed one educator notice that noise was coming from the washroom and asked which child was in the washroom. The educator looked around to determine who was in the room until the child rejoined the rest of the children at which point the educator directed the child to their group.</p> <p>The Quality Assurance Monitor and the Inspector have observed an infant taking a handful of sand and placing it in their mouth. The educators did not observe the child doing so. The child's mouth was not cleaned until the Inspector prompted an educator to help the child with their mouth.</p> <p>The Quality Assurance Monitor observed an infant fall onto a wooden bookshelf and hit their ribs on the shelf. The child cried and was looking around for an educator. Both educators did not observe the child fall as their back was turned away from the child. The educators did not respond to the crying child and the child approached the Quality Assurance Monitor with their arms out while crying. The Quality Assurance Monitor notified an educator that the child in their care had fallen on the bookshelf and hurt themselves. The educator looked at the child's bruises and observed redness on a rib.</p> <p>Educators should not have their backs away from their group. The operator and the educators must ensure that the children have appropriate supervision at all times. Educators must know where their children are at all times. The ratio was respected for the remainder of the inspection. Deficiency is now compliant.</p>			

General Comments

The Quality Assurance Monitor and the Inspector are on-site to do a follow-up on the previous non-compliances. The Quality Assurance Monitor and the Inspector were on-site during the outdoor play, lunch and transition to lunch time.

The Quality Assurance Monitor and the Inspector had a discussion with the on-site administrator regarding transitions between lunch and nap time. Following observations, the Quality Assurance Monitor and the Inspector have recommended that a review of the daily routine be completed to ensure that the transition is as smooth as possible.

original signed by
Erika Hickey

Signature of Early Learning and Childcare Licensing Staff

July 20, 2023

Date

original signed by
Lisa Greene

Signature of Operator/Designate

July 20, 2023

Date