

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 Lauren Claveau	Licence Number 2019699	Inspection Date September 15, 2023	
Facility Name Owls and Friends Learning Tree		Telephone Number (506) 830-7801	
Address Unit 1 357 Collishaw St Moncton NB E1C 9R2			
Name of Early Learning and Childcare Licensing Staff Stephanie Hickey		Position Title Quality Assurance Monitor	
Order for Compliance	Regulation	Date to be corrected	Date corrected
21 A licensee shall post the following documents in a clearly visible and prominent place in the facility associated with the licence: (a) the licence; (b) a report provided under section 23; (c) an order issued under section 28; and (d) a probationary license issued under section 29.	21(a) – (d)	Sep 14, 2023	
Comments: The Quality Assurance Monitor observed that the most recent annual inspection was not posted in a visible and prominent place in the facility. The Quality Assurance Monitor reminded the administrator that both the annual inspection and the monitoring inspection should be posted in a visible prominent place in the facility.			
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 (iii) to express creativity and interests.	21(c)(iii)	Sep 12, 2023	

Order for Compliance	Regulation	Date to be corrected	Date corrected
<p>Comments: Observation 1: A group of children were gathered with the educator who was reading a story. A child wearing a firemen hat decided to join the group, the Quality Assurance Monitor observed that when the child sat down to listen to the story the educator stopped the story, got up and took the firemen hat off the child's head and went and put it away. The child had the interest of being a fireman while listening to the story and the educator did not let him express his interests. The Quality Assurance Monitor recommends the educator let the child listen to the story dressed as a fireman as it was giving the child the opportunities to express creativity and interests.</p> <p>Observation 2: The Quality Assurance Monitor observed a child in the dress up corner wanting to putt on a costume while the educator was lining up children to go to the bathroom and get ready for lunch. The Quality Assurance monitor observed the educator tell the child in a very rude manner " no we are not playing dress up right now". The child continued putting on the costume, the Quality Assurance Monitor observed the educator come behind the child and grab the costume out of the child's hand and repeated " no we are not playing dress up right now " and putting the costume away. The educator gave no explanation to the child on why the child couldn't play dress up at that moment. The Quality Assurance monitor would recommend that the educator have a more positive approach to the child regarding the situation. The educator should have taken the time to explain to the child that now we are getting ready to eat lunch, and that after lunch the child would be able to choose a costume and play dress up.</p> <p>Observation 3 : While the educator was reading a story, the Quality Assurance Monitor observed a child not interested in the story and playing with blocks at the other end of the classroom. The educator went and physically picked the child up who didn't want to be picked up and brought the child with the other children who were sitting in a group wanting to listen to the story. The educator sat the child on the educator's laps and forced the child to listen to the story. The child shouldn't have been forced to sit and listen to the story time if it wasn't the interest of the child. The child should have the opportunities to express creativity and interests.</p>			
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)	Sep 12, 2023	
<p>Comments: Two children were arguing over a toy house, the Quality Assurance Monitor observed the educator walk up to the children and take the toy house out of the children's hand and roughly tossing it to a corner of the classroom without asking the children what happened or the reason behind the argument. The Quality Assurance Monitor would recommend instead of taking the toy house away from the children with no explanation, the educator should have asked the children what happened and why they were arguing. The children had no idea why the toy house was taken away from and was not given the opportunities to problem solve.</p>			
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)	Sep 12, 2023	

Order for Compliance		Regulation	Date to be corrected	Date corrected
Comments:	<p>Observation 1: The Quality Assurance Monitor observed a child eating a lunchable and the educator walked up to the child and said in a disrespectful way " you're not eating that, that looks disgusting " and grabbed the meat out of the lunchable and threw it in the garbage. The Quality Assurance Monitor did notice that the meat from lunchable was not a healthy color, but the educator should have approached the child in a positive manner, explaining to the child why the child should not eat the meat out of the lunchable. The educator could have told the child that it looked like the meat was no longer good to eat so to ensure that the child doesn't get sick the child should only eat the crackers and cheese out of her lunchable.</p> <p>Observation 2: The Quality Assurance Monitor observed a child in the dress up corner wanting to putt on a costume while the educator was lining up children to go to the bathroom and get ready for lunch. The Quality Assurance monitor observed the educator tell the child in a very rude manner " no we are not playing dress up right now". The child continued putting on the costume, the Quality Assurance Monitor observed the educator come behind the child and grab the costume out of the child's hand and repeated " no we are not playing dress up right now " and putting the costume away. The educator gave no explanation to the child on why the child couldn't play dress up at that moment. The Quality Assurance monitor would recommend that the educator have a more positive approach to the child regarding the situation. The educator should have taken the time to explain to the child that now we are getting ready to eat lunch, and that after lunch the child would be able to choose a costume and play dress up.</p> <p>Observation 3: Two children were arguing over a toy house, the Quality Assurance Monitor observed the educator walk up to the children and take the toy house out of the children's hand and roughly tossing it to a corner of the classroom without asking the children what happened or the reason behind the argument. The Quality Assurance Monitor would recommend instead of taking the toy house away from the children with no explanation, the educator should have asked the children what happened and why they were arguing. The children had no idea why the toy house was taken away from and was not given the opportunities to problem solve.</p>			
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)	Sep 14, 2023	
Comments:	The Quality Assurance Monitor observed that in each classroom, the art and craft material was not easily accessible on low open shelves. The Quality Assurance Monitor asked educator if children had access to art and craft material as they weren't out in the open. The educators all explained why art and crafts material are not out in the open. The Quality Assurance Monitor gave recommendation and reminded the educators that materials should be easily accessible on low open shelves.			
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 (a) labelled with the name of the child.		40(1)(a)	Sep 14, 2023	
Comments:	9 water bottles and 7 lunch boxes weren't labelled with the name of the child. All personal belonging must be labelled with the name of the child.			
40(2) An operator of a licensed facility shall not permit pacifiers or soothers to be used with a neck string.		40(2)	Sep 12, 2023	Sep 12, 2023
Comments:	Quality Assurance Monitor noticed a child during nap time with a soother on a neck string. The Quality Assurance Monitor mentioned to the operator the administrator that soothers should not have neck strings. The administrator removed the string right away. Deficiency is now compliant			
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.		49(1)	Sep 12, 2023	

Order for Compliance	Regulation	Date to be corrected	Date corrected
<p>Comments: Observation 1 :</p> <p>Two children were arguing over a toy house, the Quality Assurance Monitor observed the educator walk up to the children and take the toy house out of the children's hand and roughly tossing it to a corner of the classroom without asking the children what happened or the reason behind the argument. The Quality Assurance Monitor would recommend instead of taking the toy house away from the children with no explanation, the educator should have asked the children what happened and why they were arguing. The children had no idea why the toy house was taken away from and was not given the opportunities to problem solve.</p> <p>Observation 2:</p> <p>The Quality Assurance Monitor observed a child in the dress up corner wanting to putt on a costume while the educator was lining up children to go to the bathroom and get ready for lunch. The Quality Assurance monitor observed the educator tell the child in a very rude manner " no we are not playing dress up right now". The child continued putting on the costume, the Quality Assurance Monitor observed the educator come behind the child and grab the costume out of the child's hand and repeated " no we are not playing dress up right now " and putting the costume away. The educator gave no explanation to the child on why the child couldn't play dress up at that moment. The Quality Assurance monitor would recommend that the educator have a more positive approach to the child regarding the situation. The educator should have taken the time to explain to the child that now we are getting ready to eat lunch, and that after lunch the child would be able to choose a costume and play dress up.</p> <p>Observation 3:</p> <p>The Quality Assurance Monitor observed a child eating a lunchable and the educator walked up to the child and said in a disrespectful way " you're not eating that, that looks disgusting " and grabbed the meat out of the lunchable and threw it in the garbage. The Quality Assurance Monitor did notice that the meat from lunchable was not a healthy color, but the educator should have approached the child in a positive manner, explaining to the child why the child should not eat the meat out of the lunchable. The educator could have told the child that it looked like the meat was no longer good to eat so to ensure that the child doesn't get sick the child should only eat the crackers and cheese out of her lunchable.</p> <p>Observation 4:</p> <p>During the lunch time, the Quality Assurance Monitor also notice a child was eating the little cookies out of the child's lunchable before eating her crackers and cheese. The educator came up to the child and grabbed the lunchable and poured the cookies in the child's lunch box and said in a disrespectful way " you can't eat your dessert before you eat your lunch. " The Quality Assurance monitor also observed the child continuing to take the little cookies from the bottom of the lunch can and eating them when the educator noticed the educator took away the lunch can , threw it on top of the cubbies and said to the child " you're not going to have to your cookies at all ".The educator should have approached the situation in a more positive way and reminded the child that the child should eat lunch before eating the dessert.</p> <p>Observation 5:</p> <p>While children were transitioning from lunch to nap, the Quality Assurance Monitor observed that the educator would put the blanket on top of the child's head while tucking in the child and when the educator would notice that the child had removed the blanket, the educator would place it over the child's head again. Children will put their blanket on their head it they want, the educator should not force it on a child to have the blanket over their head.</p>			
49(2) An operator of a licensed facility shall ensure that no child receiving services at the licensed facility is subjected to any form of physical punishment or verbal or emotional abuse or is denied physical necessities.	49(2)	Sep 12, 2023	

Order for Compliance	Regulation	Date to be corrected	Date corrected
<p>Comments: Observation 1: While the educator was reading a story, the Quality Assurance Monitor observed a child not interested in the story and playing with blocks at the other end of the classroom. The educator went and physically picked the child up who didn't want to be picked up and brought the child with the other children who were sitting in a group wanting to listen to the story. The educator sat the child on the educator's laps and forced the child to listen to the story. The child shouldn't have been forced to sit and listen to the story time if it wasn't the interest of the child. The child should have the opportunities to express creativity and interests.</p> <p>Observation 2: During the lunch time, the Quality Assurance Monitor also notice a child was eating the little cookies out of the child's lunchable before eating her crackers and cheese. The educator came up to the child and grabbed the lunchable and poured the cookies in the child's lunch box and said in a disrespectful way " you can't eat your dessert before you eat your lunch. " The Quality Assurance monitor also observed the child continuing to take the little cookies from the bottom of the lunch can and eating them when the educator noticed the educator took away the lunch can , threw it on top of the cubbies and said to the child " you're not going to have to your cookies at all ".The educator should have approached the situation in a more positive way and reminded the child that the child should eat lunch before eating the dessert.</p>			

General Comments
<p>Monitoring inspection conducted. Ratio was respected during the visit.</p> <p>While on site Quality Assurance Monitor verified:</p> <ul style="list-style-type: none"> - Child records - Signed consent in child's file for <p>The Quality Assurance Monitor was able to observe indoor play, lunch time and nap time.</p>

original signed by
Stephanie Hickey

Signature of Early Learning and Childcare Licensing Staff

September 13, 2023

Date

original signed by
Lauren Claveau

Signature of Operator/Designate

September 13, 2023

Date