

Name of Facility: 3 Wishes Childcare Centre Address: 22365 Callaghan, Maple Ridge
Reasons for Investigation:
<ul style="list-style-type: none"> • Licensing • Records • Hazardous Practices
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> • CCLR 34(2)(a) – Licensing confirmed through interviews and a review of facility records that the licensed capacity was exceeded. • CCLR 57(1)(a) – Licensing confirmed through interviews and a review of facility records that current records for a child were not available.
Action by Licensee:
No further action required. All contraventions have been addressed.
Action by LO:
No further action required. All contraventions have been addressed.
Report of Findings Summary:
<p>On Nov. 8, 2018, Licensing received a complaint alleging concerns regarding licensing (exceeding licensed capacity), records, and hazardous practices. The allegations included the following details:</p> <ul style="list-style-type: none"> • The facility exceeded the maximum capacity of 8 children. • Incomplete records for a child in care. • Concerns regarding the diapering practice and access to a hazardous substance. <p>Evidence was reviewed from facility records and interviews. Licensing determined a contravention related to exceeding the licensed capacity and children's records. The following contraventions were cited:</p> <ul style="list-style-type: none"> • CCLR Section 34(2)(a) Group sizes and employee to children ratios (see above for details) • CCLR Section 57(1)(a) Records for each child (see above for details) <p>Licensing determined no contraventions related to diapering practice or access to a hazardous substance.</p> <p>No further action required. All contraventions have been addressed.</p>
Completed: January 4, 2019

Name of Facility:	Address:
Above & Beyond Child Care	7703 Cedar Street, Mission
Reasons for Investigation:	
<ul style="list-style-type: none"> Physical facility, equipment and furnishings 	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> CCLR s.13(3) Through interviews, Licensing determined an individual was smoking on premise while children were in care. CCLR s.17 Licensing observed hazardous items outdoors, accessible to the children. 	
Action by Licensee:	
The Licensee is required to submit a corrective action plan.	
Action by LO:	
Licensing will review corrective action plan.	
Report of Findings Summary:	
<p>On January 4, 2019, Licensing received a concern regarding the physical facility. The complainant provided the following details:</p> <ul style="list-style-type: none"> An individual is smoking on the child care premise. <p>Evidence was obtained through interviews and observations. Licensing determined the following contraventions related to physical facility:</p> <ul style="list-style-type: none"> CCLR section 13(3) Environment (see contravention section for details) CCLR section 17 Hazardous objects and substances (see contravention section for details) <p>The Licensee is required to submit a corrective action plan. Licensing will review the corrective action plan.</p>	
Completed: January 11, 2019	

Name of Facility: Baby Smart Child Care Centre	Address: 6905 Hycrest Dr, Burnaby
Reasons for Investigation:	
Care and Supervision	
Sections of the Act/Regulations Contravened:	
CCLR 34(2)(a) –Through interviews licensing determined the facility was exceeding capacity by caring for additional children off site.	
Action by Licensee:	
The Licensee took action to reduce the number of children in care to no more than 8 at any one time. No further action required. All contraventions have been addressed.	
Action by LO:	
No further action required	
Report of Findings Summary:	
<p>Licensing received a complaint on October 4, 2018 alleging school aged children are unsupervised in a downstairs area of the facility.</p> <p>Licensing found no contraventions regarding supervision but did confirm the facility was exceeding capacity. The following contravention was cited:</p> <ul style="list-style-type: none"> • CCLR section 34(2)(a) Group sizes and employee to children ratios (see violation section for further information) <p>The Licensee took action to reduce the number of children in care to no more than 8 at any one time. No further action required. All contraventions have been addressed.</p>	
Completed: October 15, 2018	

Name of Facility: BonnyCastle Out of School Care Address: 14642 107A Ave, Surrey
Reasons for Investigation: <ul style="list-style-type: none"> • Restraints • Guidance and Discipline
Sections of the Act/Regulations Contravened: <ul style="list-style-type: none"> • CCLR 55 (2)(a) – Licensing determined a reportable incident was not reported to Licensing within the required 24 hours.
Action by Licensee: The facility submitted a corrective action plan. No further action required. All contraventions have been addressed.
Action by LO: The corrective action plan was reviewed. No further action required. All contraventions have been addressed.
Report of Findings Summary: <p>Licensing received a complaint on October 25, 2018 alleging restraint and inappropriate guidance and discipline. The allegations included the following details:</p> <ul style="list-style-type: none"> • A child was restrained by a staff while walking from school. • A staff yelled at a child in care. <p>BonnyCastle Out of School Care reported the incident of restraint to Licensing and a reportable incident inspection was conducted prior to receiving this complaint. The following contravention related to reporting was cited.</p> <ul style="list-style-type: none"> • CCLR section 55(2)(a) Records and reporting (see above section for details) <p>Through interviews with staff Licensing determined no contraventions related to the allegation of inappropriate guidance and discipline.</p> <p>The facility submitted a corrective action plan. The plan was reviewed by Licensing. No further action is required. All contraventions have been addressed.</p>
Completed: December 7, 2018

Name of Facility: Bright Angels Children's Centre II	Address: 21176 Yeomans Cres, Langley
Reasons for Investigation:	
<ul style="list-style-type: none"> • Staffing 	
Sections of the Act/Regulations Reviewed for Compliance:	
<ul style="list-style-type: none"> • CCLR 34(2)(b) Licensing determined through interviews and a review of records that the staff to child ratio was exceeded. • CCLR 34(4)(b) Licensing determined through interviews and a review of records that children from different programs were grouped together for more than the allowable ½ hour and with more than the allowable 8 children. • CCLR 34(1) Licensing determined that children were not adequately supervised by qualified staff in sufficient numbers. 	
Action by Licensee:	
<ul style="list-style-type: none"> • Corrective action plan to be developed and submitted. 	
Action by LO:	
<ul style="list-style-type: none"> • Review and monitor corrective action plan • Follow up inspection required 	
Report of Findings Summary:	
<p>On October 25th 2018, Licensing received a complaint alleging care and supervision concerns. The allegations included the following details:</p> <ul style="list-style-type: none"> • Insufficient staff to children ratio on at least two occasions. • Different programs are grouped together in the morning for more than the allowable ½ hour. <p>Evidence was obtained from facility documents and interviews with staff. Licensing determined the following contraventions related to care and supervision:</p> <ul style="list-style-type: none"> • CCLR section 34 (1) Group sizes and employee to children ratios (see above section for details) • CCLR section 34 (2)(b) Group sizes and employee to children ratios (see above section for details) • CCLR section 34 (4)(b) Group sizes and employee to children ratios (see above section for details) <p>The Licensee is required to submit a corrective action plan. Licensing will review the plan and complete a follow up inspection.</p>	
Completed: November 2, 2018	

Name of Facility: Bright Angels Children's Centre II	Address: 21176 Yeomans Cres, Langley
Reasons for Investigation:	
<ul style="list-style-type: none"> Guidance and discipline 	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> CCLR 19(2)(b) Licensing determined through interviews a staff did not demonstrate the personality, ability and temperament necessary to manage or work with children. 	
Action by Licensee:	
<ul style="list-style-type: none"> Corrective action plan to be developed and submitted 	
Action by LO:	
<ul style="list-style-type: none"> Review and monitor corrective action plan Follow up inspection required 	
Report of Findings Summary:	
<p>On October 26th 2018, Licensing received a complaint alleging concerns regarding guidance and discipline. The allegations included the following details:</p> <ul style="list-style-type: none"> A staff verbally threatened a child in care. A staff raised their voice and verbally confronted another staff in front of children and parents. <p>Evidence was obtained from interviews with staff. A review of the evidence determined a contravention related to character and skills.</p> <ul style="list-style-type: none"> CCLR section 19 (2)(b) Character and skill requirements (see above section for details) <p>The Licensee is required to submit a corrective action plan. Licensing will review the plan and complete a follow up inspection.</p>	
Completed: November 2, 2018	

Name of Facility: Canyon Springs Montessori Academy Address: 18477 Old Dewdney Trunk Rd, Pitt Meadows
Reasons for Investigation:
<ul style="list-style-type: none"> physical facility
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> CCLR Section 13 (1) – Healthy and safe environment. Licensing observed that the fridge temperature exceeded 4 degrees Celsius.
Action by Licensee
Corrective action plan developed and submitted.
Action by LO
No further action required. All contraventions have been addressed.
Report of Findings Summary:
<p>Licensing received a complaint on October 4, 2018 alleging physical facility concerns related to food temperature and storage. The complainant provided the following details:</p> <ul style="list-style-type: none"> Food is left unrefrigerated for two hours Food is cross contaminated with other food allergens <p>Evidence was obtained through observations and interviews. Licensing did not observe food unrefrigerated or concerns of cross contamination however one refrigerator was found to exceed the temperature of 4 degrees Celsius required for safe food storage. The following contravention was cited:</p> <ul style="list-style-type: none"> CCLR Section 13 (1) Environment– (see above for details) <p>A corrective action plan has been developed. No further follow-up required as the contravention has been addressed.</p>
Completion Date: October 9, 2018

Name of Facility: Country Bears Child Care Centre Inc. Address: 16613 Bell Road, Surrey
Reasons for Investigation:
<ul style="list-style-type: none"> Supervision
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> CCLR s. 39(1) Licensing confirmed a child was left unsupervised for a short period of time on the facility grounds.
Action by Licensee:
<ul style="list-style-type: none"> Corrective action plan developed and submitted
Action by LO:
<ul style="list-style-type: none"> No further action required. All contraventions have been addressed
Report of Findings Summary:
<p>On September 26, 2018, Licensing received a concern regarding supervision. The complainant alleged a child was left unsupervised on the facility property.</p> <p>Country Bears Child Care fulfilled the licensing requirement to report the incident within 24 hours by contacting Licensing earlier the same day. Licensing conducted a reportable incident inspection and confirmed a contravention to the following:</p> <ul style="list-style-type: none"> CCLR Section 39(1) Continuous supervision required (see above for details) <p>The facility supervision, field trip and safety policies were updated. The policies were reviewed with staff. Parents were provided updates.</p> <p>Licensing reviewed the updated policies.</p>
Completion Date: October 1, 2018

Name: Creative Cove Holistic Childcare Centre Inc. Address: #200-22709 Lougheed Hwy, Maple Ridge
Reasons for Investigation:
<ul style="list-style-type: none"> Care and Supervision Staffing
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> CCALA 7(1)(b) Licensing determined the facility failed to follow the approved exemption plan. CCLR 19(1)(a) Licensing determined through a review of facility records incomplete or incorrect staffing records relating to Criminal record checks, references, record of work history, evidence of training and immunization status. CCLR 19(1)(b)- see above CCLR 19(1)(c) - see above CCLR 19(1)(d) -see above CCLR 19(1)(f) - see above
Action by Licensee:
Corrective action plan required to be submitted.
Action by LO:
Review and monitor corrective action plan. Complete a follow up inspection.
Report of Findings Summary:
<p>On October 22, 2018, Licensing received a complaint alleging inappropriate care and supervision and staffing concerns. The allegation included the following details:</p> <ul style="list-style-type: none"> Staff do not respond appropriately to children's needs. Licensing access to the facility is delayed. Inappropriate staffing qualifications – related to an approved exemption plan. <p>Evidence was reviewed from facility records and interviews. Upon review of the evidence Licensing determined no contraventions related to care and supervision. Licensing did determine the following contraventions related to staffing qualifications and failing to follow an approved exemption plan.</p> <ul style="list-style-type: none"> CCALA Section 7(1)(b) Standards to be maintained (see contravention section for details) CCLR Section 19(1)(a) Character and skill requirements (see contravention section for details) CCLR Section 19(1)(b) Character and skill requirements (see contravention section for details) CCLR Section 19(1)(c) Character and skill requirements (see contravention section for details) CCLR Section 19(1)(d) Character and skill requirements (see contravention section for details) CCLR Section 19(1)(f) Character and skill requirements (see contravention section for details) <p>The Licensee is required to submit a corrective action plan. Licensing will review the plan and complete a follow up inspection.</p>
Completed: December 21, 2018

Name: Curious Kids Children's Centre Address: 27233 29A Avenue, Aldergrove
Reasons for Investigation :
<ul style="list-style-type: none"> • Medication • Care Plan • Supervision
Sections of the Act/Regulation Contravened:
<ul style="list-style-type: none"> • CCLR 53(1)(b) Licensing determined through interviews that medication required for a child in care was unavailable. • CCLR 58(1)(b) Licensing determined through interviews and documentation that a Care Plan for a child with a medical condition was not available.
Action by Licensee:
<ul style="list-style-type: none"> • Corrective action plan to be developed and submitted
Action by LO:
<ul style="list-style-type: none"> • Follow up inspection required
Report of Findings Summary:
<p>On October 9th 2018, Licensing received a complaint regarding medication, care plans and supervision. The allegations included the following details:</p> <ul style="list-style-type: none"> • Required medication for a child in care was not available. • Staff were unaware of a child's medical condition requiring medication. • Staff left children unsupervised. <p>Evidence was obtained through interviews and a review of facility documents. Licensing determined no contraventions regarding supervision. Licensing confirmed the following contraventions related to medication and care planning:</p> <ul style="list-style-type: none"> • Section 53(1)(b) Medication (see above for details) • Section 58(1)(b) Records and Reporting (see above for details) <p>The Licensee is required to submit a corrective action plan. Licensing will review the plan and complete a follow up inspection.</p>
Completion date: October 18, 2018

Name of Facility: Fraser Valley Montessori Preschool Address: 34631 Old Clayburn Road, Abbotsford
Reasons for Investigation:
<ul style="list-style-type: none"> Physical Facility, Equipment & Furnishings Staffing
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> CCLR 10 (1) Licensing confirmed the outdoor play area was not available for use due to construction. Children attend an off-site play area and daily walks instead. This is a change from the facility information provided and was not communicated to Licensing. CCLR 16 (3) (a) Licensing observed the outdoor area is not enclosed in a manner that prevents a child from exiting the area. CCLR 16 (4) (a) Licensing observed an insufficient amount of outdoor toys and equipment. CCLR 19 (1) (a) – A review of records found staff CRC not available on site. CCLR 19 (1) (c) – A review of records found staff Work History not available on site CCLR 19 (1) (b) – A review of records found staff references not available on site CCLR 19 (1) (d) – A review of records found staff training / Certificates not available on site CCLR 19 (1) (f) – A review of records found staff immunization status not available on site
Action by Licensee:
To provide a corrective action plan including timelines for completion of construction and a plan for continued outdoor play.
Action by LO:
Review and monitor corrective action plan.
Report of Findings Summary:
<p>On Oct 17, 2018 Licensing received a complaint alleging physical facility and staffing concerns. The complainant provided the following details:</p> <ul style="list-style-type: none"> There is an unsafe outdoor environment due to on-site construction, including a lack of outdoor play equipment. New staff are unfamiliar with children and may not be able to keep children safe while playing outdoors. <p>Licensing obtained evidence through observations, facility records and interviews. Licensing determined contraventions related to the physical facility and staffing records however Licensing found no contraventions regarding the staff's ability to supervise children safely. The following contraventions were cited:</p> <ul style="list-style-type: none"> CCLR section 10(1) Continuing duty to inform (see above section for details) CCLR section 16 (4)(a) – Play area, materials, and equipment (see above section for details) CCLR section 16 (3)(a) – Play area, materials, and equipment (see above section for details) CCLR section 19 (1)(a) – Character and skill requirements (see above section for details) CCLR section 19 (1)(c) – Character and skill requirements (see above section for details) CCLR section 19 (1)(b) – Character and skill requirements (see above section for details) CCLR section 19 (1)(d) – Character and skill requirements (see above section for details) CCLR section 19 (1)(f) – Character and skill requirements (see above section for details) <p>The Licensee must provide a corrective action plan including timelines for completion of construction and a plan for continued outdoor play. Licensing will review and monitor the corrective action plan.</p>
Completed: October 18, 2018

Name of Facility: Fun and Learn Day Care Centre Address: 7811 148 th Street, Surrey
Reasons for Investigation:
<ul style="list-style-type: none"> • Hygiene • Nutrition • Care and supervision • Records and reporting • Policies and Procedures
Sections of the Act/Regulations Contravened:
CCLR 51 (1)(b) –Licensing determined through inspection of records and interview with the Licensee that parents were not provided a written statement or policy regarding Behavioural Guidance.
Action by Licensee:
Provide a corrective action plan.
Action by LO:
Review corrective action plan.
Report of Findings Summary:
<p>Licensing received a complaint on September 7, 2018, alleging concerns related to hygiene practices, nutrition, care and supervision, records and reporting, staffing, and policies and procedures. The following details were provided:</p> <ul style="list-style-type: none"> • Concerns regarding diapering practices • Concerns regarding feeding practices • Concerns regarding resting / nap procedures • Concerns regarding sun exposure • Concerns regarding the reporting of minor injuries to parents • Concerns regarding staffing qualifications • Concerns regarding policies not provided to parent <p>Licensing reviewed facility records and conducted interviews. Licensing found no contraventions related to hygiene, nutrition, care and supervision, records and reporting or staffing. Licensing did confirm a contravention related to policies and procedures. The following contravention was cited:</p> <ul style="list-style-type: none"> • CCLR section 51 (1)(b) Behavioural Guidance (see above section for details) <p>A corrective action plan is required to be submitted.</p>
Completed: September 14, 2018

Name of Facility: Helping Hands Children's Centre Address: 9012 160 th Street, Surrey
Reasons for Investigation :
<ul style="list-style-type: none"> • Guidance and discipline • Physical Abuse
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> • <i>CCLR 55(2)(a)</i> The Licensee failed to report within 24 hours that a child may have been involved in a reportable incident.
Action by Licensee:
Corrective action plan required to be submitted.
Action by LO:
Review and monitor corrective action plan.
Report of Findings Summary:
<p>On October 3, 2018, Licensing received a complaint alleging inappropriate guidance and discipline and physical abuse. The allegations included the following details:</p> <ul style="list-style-type: none"> • A staff person pinched and hit a child in care. <p>Evidence was obtained and reviewed from facility documents and interviews. Licensing determined no contraventions related to inappropriate guidance and discipline or physical abuse however a contravention regarding notification was confirmed and cited:</p> <ul style="list-style-type: none"> • Section 55(2)(a) CCLR Notification of illness or injury <p>The Licensee is required to submit a corrective action plan to address reporting reportable incidents. Licensing will review and monitor the plan.</p>
Completion date: October 22, 2018

Name of Facility: Heritage Mountain Day Care	Address: 145 Ravine Drive, Port Moody
Reasons for Investigation:	
<ul style="list-style-type: none"> Licensing 	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> CCLR 34(2)(a) A review of facility records found care being provided to children who did not meet the age requirement of the program. 	
Action by Licensee:	
Corrective action plan developed and submitted.	
Action by LO:	
No further action required. All contraventions have been addressed.	
Report of Findings Summary:	
<p>Licensing received a complaint on September 21, 2018 alleging care was being provided to children who did not meet the age requirements of the program. Licensing reviewed records at the facility and confirmed the allegation. The following contravention was cited:</p> <ul style="list-style-type: none"> CCLR section 34(2)(a) Group sizes and employee to children ratio (see above section for details) <p>The Licensee developed and submitted an action plan to meet compliance. No further action is required.</p>	
Completed: September 24, 2018	

Name of Facility: Highland Meadows Day Care Address: 8286 197 th Street, Langley
Reasons for Investigation :
<ul style="list-style-type: none"> • Guidance and discipline • Supervision
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> • CCLR 51(1) – Inappropriate guidance. Licensing determined through interviews that children were isolated in a nap room to address unwanted behaviour. • CCLR 34(1) – Licensing determined an inadequate level of supervision was provided to children during these instances. • CCLR 17 – Licensing observed hazardous objects potentially accessible to children. • CCLR 34(2)(b) - Licensing determined through interviews and documentation that the required staff to child ratio was not always maintained.
Action by Licensee
<ul style="list-style-type: none"> • Corrective action plan developed and submitted
Action by LO
<ul style="list-style-type: none"> • Review and monitor action plan • Follow up inspection required
Report of Findings Summary:
<p>On September 11th 2018, Licensing received a complaint alleging inappropriate guidance and supervision concerns. The allegations included the following details:</p> <ul style="list-style-type: none"> • Children are isolated for guidance and discipline • Insufficient staff to child ratio <p>Evidence was obtained from observations, facility documents, and staff interviews. Licensing determined contraventions related to inappropriate guidance, insufficient staff to child ratio, inadequate supervision, and access to hazardous objects. The following contraventions were cited:</p> <ul style="list-style-type: none"> • Section 51(1) CCLR Behavioural Guidance (see above section for details) • Section 34(2)(b) CCLR Group sizes and employee to children ratios (see above section for details) • Section 34(1) CCLR Group sizes and employees to children ratios (see above section for details) • Section 17 CCLR Hazardous objects and substances (see above section for details) <p>The Licensee is required to submit a corrective action plan. Licensing will review the plan and complete a follow up inspection.</p>
Completion date: October 1, 2018

Name of Facility: Katzie Early Years Centre	Address: 19700 B Salish Road, Pitt Meadows
Reasons for Investigation:	
<ul style="list-style-type: none"> Care and Supervision 	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> CCLR 34 (2)(b) –Licensing confirmed through interviews that the required staff to child ratio was not met. 	
Action by Licensee:	
A corrective action plan has been developed and submitted by the manager. No further action required. All contraventions have been addressed.	
Action by LO:	
No further action required. All contraventions have been addressed.	
Report of Findings Summary:	
<p>Licensing received a complaint on September 19, 2018 alleging incorrect staff to child ratio and staff qualifications at Katzie Early Years Centre. Evidence was obtained through interviews and facility records. Licensing found no contraventions related to staff qualification however Licensing did determine that the required staff to child ratio was not being met at all times. The following contravention was cited:</p> <ul style="list-style-type: none"> CCLR Section 34(2)(b) Group sizes and employee to children ratios (see contravention section for details) <p>A corrective action plan has been developed and submitted by the manager. No further action is required. All contraventions have been addressed.</p>	
Completion Date: October 31, 2018	

Name of Facility: Kiddies Korner Parent Participation Preschool Address: 2211 Prairie Ave, Port Coquitlam
Reasons for Investigation:
<ul style="list-style-type: none"> Physical facility
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> CCLR Section 13(1) Licensing confirmed a child was not redirected from drinking water from a gutter down spout outside while playing.
Action by Licensee:
No further action required. All contraventions have been addressed.
Action by LO:
No further action required. All contraventions have been addressed.
Report of Findings Summary:
<p>On October 3, 2018 Licensing received a complaint alleging an unhealthy physical environment. The allegation included the following details:</p> <ul style="list-style-type: none"> A child was not redirected from drinking water from a gutter down spout outside while playing. Evidence was obtained from photographs, emails and interviews. Licensing determined the following contravention related to healthy and safe environment: CCLR Section 13(1) Environment - (see above section for details) <p>The manager implemented a corrective action plan. No further action required. All contraventions have been addressed.</p>
Completion date: October 10, 2018

Name of Facility: Kids & Company Morgan Crossing South Surrey Address: 15715 Croydon Drive, Surrey
Reasons for Investigation:
<ul style="list-style-type: none"> Physical Abuse Supervision Guidance and Discipline
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> CCLR Section 39 (1) – Licensing determined through interviews that children were not continuously supervised.
Action by Licensee:
<ul style="list-style-type: none"> Corrective action plan to be developed and submitted
Action by LO:
<ul style="list-style-type: none"> Review and monitor corrective action plan
Report of Findings Summary:
<p>On October 12, 2018, Licensing received a complaint alleging physical abuse, inadequate supervision and inappropriate guidance.</p> <p>Kids & Company reported the incident of alleged physical abuse to Licensing. A reportable incident inspection was conducted and the following contraventions were cited:</p> <ul style="list-style-type: none"> CCLR Section 51 (1)(a) Behaviour Guidance CCLR Section 55 (1)(b) Notification of illness or injury CCLR Section 55 (2)(a) Notification of illness or injury <p>Allegations of inadequate supervision and inappropriate guidance included the following details:</p> <ul style="list-style-type: none"> Children were not adequately supervised in the washroom. Inappropriate guidance related to communication in front of children. <p>Evidence for this investigation was obtained from interviews and facility records. Licensing determined upon review of the evidence a contravention to the following:</p> <ul style="list-style-type: none"> CCLR Section 39 (1) Continuous Supervision (see above for details). <p>Licensing found no contraventions related to communication in front of children. The Licensee is required to submit a corrective action plan. Licensing will review the plan and provide feedback.</p>
Completed: December 4, 2018

Name of Facility: Kids & Company Morgan Crossing South Surrey Address: 15715 Croydon Drive, Surrey
Reasons for Investigation:
<ul style="list-style-type: none"> • Guidance and Discipline • Programming • Staffing
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> • CCLR Section 55 (1)(b) – Licensing determined through interviews that the parents of a child in care were not immediately notified after their child had been involved in a reportable incident described in Schedule H. • CCLR Section 55 (2)(a) – Licensing determined through interviews that Licensing was not notified within the required 24 hours after a child in care had been involved in a reportable incident described in Schedule H. • CCLR Section 56 (2) – Licensing determined through interviews and a review of records, that the facility did not follow their policies and procedures.
Action by Licensee:
<ul style="list-style-type: none"> • Corrective action plan to be developed and submitted
Action by LO:
<ul style="list-style-type: none"> • Review and monitor corrective action plan
Report of Findings Summary:
<p>On October 29, 2018, Licensing received a complaint alleging inappropriate guidance, inadequate programming and staffing concerns.</p> <p>The allegations included the following details:</p> <ul style="list-style-type: none"> • Concerns regarding strategies used to guide a child's behaviour • Lack of program structure and staff interactions within the classroom <p>Evidence was obtained from interviews and a review of facility records. Licensing determined no contraventions related to programming or staffing concerns. Licensing found the overall guidance utilized to be appropriate however the following contraventions related to notification and failing to follow the facility policy were cited.</p> <ul style="list-style-type: none"> • CCLR Section 55 (1)(b) Notification of illness or Injury (see above section for details) • CCLR Section 55 (2)(a) Notification of illness or Injury (see above section for details) • CCLR Section 56 (2) Community care facility records and policies (see above section for details) <p>The Licensee is required to submit a corrective action plan. Licensing will review the plan and provide feedback.</p>
Completed: December 4, 2018

Name of Facility: Kids & Company, Port Moody	Address: 220 Brew Street, Port Moody
Reasons for Investigation:	
Care and Supervision	
Sections of the Act/Regulations Reviewed for Compliance:	
CCLR 13(1) Licensing determined through interviews that staff shook cribs at nap time contrary to facility policy.	
Action by Licensee	
Provided corrective action plan	
Action by LO	
Reviewed and accepted corrective action plan	
Report of Findings Summary:	
<p>On November 5, 2018 Licensing received a complaint alleging care and supervision concerns. The allegation included the following details:</p> <ul style="list-style-type: none"> -Children being injured by other children due to lack of supervision. -Children's bottles stored for more than two hours at room temperature. -Staff shaking children's cribs vigorously at nap time. <p>Licensing interviewed staff and reviewed facility policy. Licensing determined no contraventions related to supervision or bottle storage. Licensing did determine a contravention related to nap time practice. The following legislation was cited:</p> <ul style="list-style-type: none"> • CCLR 13(1) Environment (see above section for details) <p>A corrective action plan was reviewed and accepted.</p> <p>Completed: November 9, 2018</p>	

Name of Facility: Kids & Company, Port Moody	Address: 220 Brew Street, Port Moody
Reasons for Investigation:	
Care and Supervision	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> • CCLR 34(2)(a) - Based on observations and documentation licensing confirmed inappropriate staff to child ratio. • CCLR 57(2) - A review of attendance records found evidence that some children were not signed in upon arrival. 	
Action by Licensee:	
<ul style="list-style-type: none"> • Corrective action plan developed and submitted • Action plan included staffing exemptions • No further action required 	
Action by LO:	
<ul style="list-style-type: none"> • Review and monitor corrective action plan 	
Report of Findings Summary:	
<p>On September 07, 2018, a complaint was received alleging the following:</p> <ul style="list-style-type: none"> • Inappropriate staff to child ratio • The emotional needs of children are not being met <p>Based on the evidence Licensing found no contraventions related to meeting children's emotional needs. Licensing did confirm contraventions related to staff to child ratio. The following sections of legislation were cited:</p> <ul style="list-style-type: none"> • CCLR section 34(2)(a) Group sizes and employee to children ratios (see above section for details) • CCLR section 57(2) Records for each child (see above section for details) <p>The Licensee developed and submitted a Corrective action plan including staffing exemptions. Licensing will review and monitor the corrective action plan.</p>	
Completed: September 11, 2018	

Name of Facility: Kinder Joy Daycare	Address: 406 Glencoe, Port Moody
Reasons for Investigation:	
<ul style="list-style-type: none"> • Guidance and Discipline • Licensing (ages and numbers of children in care) • Other Care Issues 	
Sections of the Act/Regulations Reviewed for Compliance:	
CCLR 51(1)(a) Licensing confirmed through interviews a child was restrained to manage behaviour.	
Action by Licensee:	
The Licensee provided an appropriate response. No further action is required. All contraventions have been addressed.	
Action by LO:	
No further action required. All contraventions have been addressed.	
Report of Findings Summary:	
<p>On December 13, 2018, Licensing received a complaint alleging inappropriate guidance and discipline, Licensing (ages and numbers of children in care), and other care issues. The following details were provided:</p> <ul style="list-style-type: none"> • A child was restrained to manage behaviour. • Incorrect ages and numbers of children in care. • The needs of a child were not met. <p>Licensing obtained evidence through interviews and a review of facility documentation. Licensing determined no contraventions related to Licensing (ages and numbers of children) or other care issues. Licensing did determine the following contravention related to guidance and discipline:</p> <ul style="list-style-type: none"> • CCLR section 51(1)(a) Behavioural guidance (see above section for details) <p>The Licensee provided an appropriate response to address the contravention. No further action is required.</p>	
Completed: December 17, 2018	

Name of Facility: Ladybird Montessori Learning Academy	Address: 2-3 1180 Pinetree Way, Coquitlam
Reasons for Investigation:	
<ul style="list-style-type: none"> Staffing 	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> CCLR 34(2)(b) Licensing determined inappropriate staffing qualifications. 	
Action by Licensee:	
Corrective action developed and submitted	
Action by LO:	
No further action required	
Report of Findings Summary:	
<p>On October 30, 2018, Licensing received a complaint regarding staffing concerns. The allegation included the following details:</p> <ul style="list-style-type: none"> The facility currently has no manager. In the morning, after the first half hour of care, staff do not have the appropriate qualifications until the next staff arrives. <p>Through interviews Licensing confirmed the facility has a manager in place. Licensing determined inappropriate staffing qualifications resulting in the following contravention:</p> <ul style="list-style-type: none"> CCLR 34(2)(b) Staffing (see above section for details) <p>A correction action plan was developed and submitted. No further action required.</p>	
Completed: November 2, 2018	

Name of Facility:	Address:
LaLa's Daycare	33971 Gilmour Street, Abbotsford
Reasons for Investigation:	
<ul style="list-style-type: none"> • Supervision • Records and reporting • Programming • Physical facility 	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> • CCLR 20 (1) Licensing confirmed through interview and review of records that valid criminal record checks were not available for all individuals residing in the home. • CCLR 39 (1) Licensing confirmed through interview that children were temporarily supervised by an individual who does not meet the definition of a responsible adult. 	
Action by Licensee:	
Corrective action plan to be developed and submitted to Licensing.	
Action by LO:	
Licensing will review the corrective action plan.	
Report of Findings Summary:	
<p>On Jan 11, 2019, Licensing received a concern regarding supervision, records and reporting, programming, and physical facility. The complainant provided the following details:</p> <ul style="list-style-type: none"> • Concerns regarding supervision • Concerns regarding criminal record checks • Concerns related to daily outdoor play • Insufficient toys and activities • Unsecured equipment <p>Through interview and a review of facility records Licensing determined the following contraventions related to records and supervision:</p> <ul style="list-style-type: none"> • CCLR Section 20 (1) Additional criminal record checks (see contravention section for details) • CCLR Section 39 (1) Continuous supervision required (see contravention section for details) <p>Licensing determined no contraventions related to programming or physical facility. The Licensee is required to submit a corrective action plan. Licensing will review the corrective action plan.</p>	
Completed: January 16, 2019	

Name of Facility: Little Angel's Children Centre Ltd. Address: 20387 Dale Drive, Maple Ridge
Reasons for Investigation:
<ul style="list-style-type: none"> Care and Supervision Records and Reporting (notification)
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> CCALA- 7(1)(b)(i)- Licensing determined an inappropriate response to a child who became ill while in care.
Action by Licensee:
<ul style="list-style-type: none"> A corrective action plan is required to be submitted.
Action by LO:
<ul style="list-style-type: none"> Review the corrective action plan.
Report of Findings Summary:
<p>On October 23, 2018, Licensing received a complaint alleging concerns related to care and supervision and records and reporting. The complainant provided the following details:</p> <ul style="list-style-type: none"> Appropriate care and supervision was not provided to a child who become ill while in care. A parent or emergency contact was not immediately notified of the child's illness. <p>Evidence was obtained through interview, a review of facility records and correspondence provided to licensing. Licensing determined no contravention related to records and notification. Licensing determined a contravention related to the response provided to an ill child:</p> <ul style="list-style-type: none"> CCALA Section 7(1)(b)(i) Standards to be maintained (see above for details) <p>Licensee to submit a corrective action plan. Licensing to review the corrective action plan.</p>
Completed: December 19, 2018

Name of Facility: Little Dolphin's Daycare	Address: 1282 Lansdowne Dr. Coquitlam
Reasons for Investigation:	
<ul style="list-style-type: none"> ○ Hygiene & communicable disease control ○ Supervision ○ Policies and Procedures 	
Sections of the Act/Regulations Contravened:	
<p>CCLR -59(a) Licensing determined through an interview with the Licensee that required policies were not available on-site at the facility.</p> <p>CCLR 56(1)(d)Licensing determined through an interview with the Licensee that a care & supervision policy for diapering was not available and is required to guide employees in the care and supervision of children.</p>	
Action by Licensee:	
Corrective action plan developed and submitted.	
Action by LO:	
No further action required.	
Report of Findings Summary:	
<p>Licensing received a complaint on September 24, 2018 alleging concerns related to hygiene practices, supervision and policies and procedures. The following details were provided:</p> <ul style="list-style-type: none"> • Concerns regarding diapering practices • Concerns regarding supervision • Concerns regarding polices not provided to parent <p>Licensing conducted interviews and reviewed facility policies. Licensing found no contraventions related to hygiene or supervision. Licensing did confirm a contravention related to policies. The following contraventions were cited:</p> <ul style="list-style-type: none"> • CCLR section 56(1)(d) Community care facility records and policies(see above for details) • CCLR section 59(a) Records must be available (see above for details) <p>Corrective action plan developed and submitted by the Licensee. No further action required.</p>	
Completion Date: October 24, 2018	

Name of Facility: Little Dolphin's Daycare	Address: 1282 Lansdowne Dr Coquitlam
Reasons for Investigation:	
<ul style="list-style-type: none"> ○ Supervision ○ Records and reporting 	
Sections of the Act/Regulations Contravened:	
CCALA (19) Licensing determined through interview and inspection of records that a written statement outlining the terms on which a refund of prepayment will be made was not provided to a parent of a child in care.	
Action by Licensee	
Corrective action plan developed and submitted.	
Action by LO	
No further action required.	
Report of Findings Summary:	
<p>Licensing received a complaint on October 12, 2018 alleging concerns related to supervision and repayment agreements. The following details were provided:</p> <ul style="list-style-type: none"> • Concerns regarding supervision • Concerns regarding contract not provided to parent <p>Licensing conducted interviews and reviewed facility records. Licensing found no contraventions related to supervision. Licensing did confirm a contravention related to repayment agreements. The following contravention was cited:</p> <ul style="list-style-type: none"> • CCALA section (19) Repayment agreements(see above for details) <p>Corrective action plan developed and submitted. No further action required.</p>	
Completion Date: October 24, 2018	

Name of Facility: Little Footprints Daycare (85 th)	Address: #114 – 8532 120 th Street, Surrey
Reasons for Investigation :	
<ul style="list-style-type: none"> Records and Reporting 	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> CCLR 55(1)(a) Through interviews licensing determined that parents were not immediately notified of a child's injury. CCLR 55(2)(a) Through documentation review and interviews licensing identified that a reportable incident was not reported to licensing within 24 hours. 	
Action by Licensee:	
<ul style="list-style-type: none"> The Licensee has addressed the contraventions and a corrective action plan was submitted. 	
Action by LO:	
<ul style="list-style-type: none"> Reviewed corrective action plan. Resource and education provided to the Licensee. 	
Report of Findings Summary:	
<p>Licensing received a complaint on November 26, 2018 alleging a delay in notification of an injury of a child in care. The allegation included the following details:</p> <ul style="list-style-type: none"> A parent was not immediately informed of an injury that occurred while their child was in care. The parent sought medical attention for their child as a result of the injury. <p>Evidence was obtained through interviews and a review of documentation. Based on the evidence Licensing confirmed contraventions related to notification of illness or injury.</p> <p>The following contraventions were cited;</p> <ul style="list-style-type: none"> CCLR section 55(1)(a) Notification of illness or injury (see above section for details) CCLR section 55(2)(a) Notification of illness or injury (see above section for details) <p>The Licensee has addressed the contraventions and submitted a corrective action plan. Licensing shared Reportable Incident Bulletin resources and information during inspection.</p>	
Completed: December 3, 2018	

Name of Facility: Little Kids Kingdom	Address: 15046 68 th Ave, Surrey
Reasons for Investigation:	
○ Physical facility, equipment & furnishings	
Sections of the Act/Regulations Contravened:	
CCLR 13(1) – Licensing observed broken equipment/furnishings, and rotting soil, stored next to the outdoor play space.	
Action by Licensee:	
○ Licensee addressed concern. No further action required. All contraventions have been addressed.	
Action by LO:	
○ No further action required. All contraventions have been addressed.	
Report of Findings Summary:	
<p>On September 24, 2018 Licensing received a complaint regarding the physical facility. The complainant alleged the facility had a rodent problem due to items stored outside.</p> <p>Through interviews and observations Licensing found no evidence of rodents at the facility however Licensing determined a contravention to Section 13(1) CCLR Environment (see above contravention section for details). The Licensee addressed the concern and removed items. Licensing Officer reviewed response, no further action is required. All Contraventions have been addressed.</p>	
Completion Date: September 26, 2018	

<p>Name of Facility: Little Treasures Daycare Inc. Address: 450 Blue Mountain Street, Coquitlam, BC V3K 4K5</p>
<p>Reasons for Investigation: Physical Abuse and Inappropriate guidance</p>
<p>Sections of the Act/Regulations Contravened: 51(1)(a) – Through interviews it was determined that a staff used a frustrated tone at times and on one occasion pulled a child by the jacket to get them back into line.</p>
<p>Action by Licensee: Corrective action plan to be developed and submitted.</p>
<p>Action by LO: The implementation and monitoring of the action plan will be reviewed as part of the regular inspection processes.</p>
<p>Report of Findings Summary: On November 7th, 2018, Licensing received a complaint alleging physical abuse and inappropriate guidance. The allegations included the following details:</p> <ul style="list-style-type: none"> • A staff member squeezed a child's arm, causing a bruise. • The staff also has pulled the child by the back of their jacket as a means of discipline. • The staff member uses harsh tones and often sounds frustrated when disciplining the children. <p>Evidence was received and reviewed from facility documents, interviews and an inspection at the facility. Licensing determined upon review of the evidence that the allegation of physical abuse was unsubstantiated however the allegation of inappropriate guidance and discipline was confirmed. The following contraventions were cited:</p> <p>CCLR Section 51(1)(a) - Behavioural Guidance</p> <p>An action plan is required to be submitted to address the contraventions. The successful implementation of this plan will be reviewed during the next inspection.</p>
<p>Completion Date: December 13th 2018</p>

Name of Facility: Moonlight Day Care	Address: 2292 Warrenton Ave, Coquitlam
Reasons for Investigation:	
-Guidance & Discipline -Care and Supervision	
Sections of the Act/Regulations Contravened:	
CCLR 51(1)(a) Licensing determined through interview that the licensee placed a child in a high chair as a guidance and discipline strategy.	
Action by Licensee:	
-corrective action plan developed and submitted	
Action by LO:	
-Reviewed corrective action plan -No further action required	
Report of Findings Summary:	
<p>Licensing received a complaint on November 5, 2018, alleging inappropriate guidance and care and supervision concerns.</p> <p>The allegation included the following details:</p> <ul style="list-style-type: none"> • The Licensee placed a child in a high chair for time out as a guidance strategy. • Children play in the front play yard which is unsafe. <p>Licensing interviewed the licensee, reviewed facility documents and observed the front play yard. Licensing determined no contraventions related to care and supervision. Licensing did determine a contravention to inappropriate guidance and discipline. The following was cited:</p> <ul style="list-style-type: none"> • CCLR 51(1)(a) Behavioural guidance (see above section for details) <p>A corrective action plan was submitted and reviewed by Licensing. No further action required.</p>	
Completed: November 8, 2018	

Name of Facility: Moonlight Daycare	Address: 17863 71A Ave, Surrey
Reasons for Investigation:	
<ul style="list-style-type: none"> Guidance and discipline Care & Supervision Staffing 	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> CCLR 19(1)(a) Licensing determined through documentation review that one staff was working without a valid criminal record clearance on file. 	
Action by Licensee:	
<ul style="list-style-type: none"> Corrective action plan developed and submitted. 	
Action by LO:	
<ul style="list-style-type: none"> Review of corrective action plan. 	
Report of Findings Summary:	
<p>On September 26, 2018, Licensing received a complaint alleging inappropriate guidance and discipline; inadequate care and supervision and staffing concerns. The allegations included the following details:</p> <ul style="list-style-type: none"> Inappropriate guidance and discipline. Children being provided care at a different address. Staff lacks qualifications required for transporting children. Staff does not have a valid Criminal Record Check clearance. <p>The evidence was obtained from interviews and facility documents. Licensing determined no contraventions related to guidance and discipline or care and supervision. A review of facility records determined one employee working with children without a valid criminal record check clearance on file. The following contravention was cited:</p> <ul style="list-style-type: none"> CCLR Section 19(1)(a) CCLR Character and skill requirements <p>Licensee submitted a corrective action plan. Licensing reviewed corrective action plan. All contraventions have been addressed.</p>	
Completed: October 15, 2018	

Name of Facility: Parkland Players	Address: 1563 Regan Avenue, Coquitlam BC V3J 3B7
Reasons for Investigation:	
<ul style="list-style-type: none"> Missing and wandering, 2 incidents 	
Sections of the Act/Regulations Reviewed for Compliance:	
<ul style="list-style-type: none"> CCLR 52(2) 	
Action by Licensee:	
<ul style="list-style-type: none"> No further action required. All contraventions have been suitably addressed. 	
Action by LO:	
<ul style="list-style-type: none"> The implementation and monitoring of the action plan will be reviewed as part of the regular inspection processes. 	
Report of Findings Summary:	
<p>Licensing received a complaint alleging neglect of care and supervision on September 11th 2018. The complainant stated that a child left the childcare facility and was found beside the nearby residential road by a member of the public on September 11th 2018. A second allegation relating to another missing/wandering child was received by CCFL on September 14th 2018. This event was similar in nature and alleged to have occurred on September 12th 2018.</p> <p>The incidents were confirmed to have occurred as reported by the complainants and resulted in a finding of neglect. In addition, the facility Manager did not report the incidents to Licensing as required by CCLR. The following contraventions were identified:</p> <p>CCLR Section 52(2) Actions not permitted</p> <p>52(2) A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Schedule H. "neglect", which means the failure of a care provider to meet the needs of a child, including food, shelter, care or supervision;</p> <p>CCLR Section 55(2)(a) Notification of illness or injury</p> <p>55(2) A licensee must notify the medical health officer within 24 hours after</p> <p>(a) a child is involved in, or may have been involved in, a reportable incident described in Schedule H while under the care or supervision of the licensee.</p> <p>Schedule H</p> <p>1 For the purpose of this regulation, any of the following is a reportable incident:</p> <p>"missing or wandering person", which means a child who is missing;</p> <p>An appropriate plan to address all contraventions was submitted to Licensing. The Implementation of this plan will be assessed at a follow up inspection.</p>	
Completion Date: November 16, 2018	

Name of Facility:	Address:
Pebble Lane Early Learning	16017 8th Ave, Surrey
Reasons for Investigation:	
<ul style="list-style-type: none"> Records and reporting 	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> CCLR s. 56(1)(f) – A review of facility records found no log of a minor injury sustained by a child in care. 	
Action by Licensee:	
No further action required, all contraventions have been addressed.	
Action by LO:	
No further action required, all contraventions have been addressed.	
Report of Findings Summary:	
<p>Licensing received a complaint on January 8, 2019, alleging concerns related to records and reporting. The complainant provided the following details:</p> <ul style="list-style-type: none"> Inadequate notification of an injury <p>Evidence was obtained through a review of facility records and interviews. Licensing determined the following contravention:</p> <ul style="list-style-type: none"> CCLR s. 56(1)(f) Community care facility records and policies (see contravention section for details) <p>All contraventions have been addressed. No further action required.</p>	
Completed: January 18, 2019	

Name of Facility: Promontory Preschool and Elementary After School Care
Address: Portable 70 - 45850 Promontory Rd, Chilliwack
Reasons for Investigation:
Staffing
Sections of the Act/Regulations Contravened:
CCLR 34 (2)(b) Licensing determined through a review of records and interviews that the staff to child ratio was not met.
Action by Licensee:
Licensee developed, implemented, and reviewed policy with staff. No further action required.
Action by LO:
No further action. Contravention addressed.
Report of Findings Summary:
Licensing received a complaint on October 12, 2018, alleging inappropriate staff to child ratio.
The following details were provided:
<ul style="list-style-type: none"> Staff to child ratio was not met on one occasion when a staff failed to arrive for work.
Licensing conducted interviews and a review of facility records. Licensing determined a contravention related to staffing and cited the following:
<ul style="list-style-type: none"> CCLR 34 (2)(b) Group sizes and employee to children ratios
The Licensee addressed the contravention through developing a compliance plan including policy development and review. The contravention has been addressed and no further action is required.
Completed: November 21, 2018

Name of Facility: Puddle Splashers Child Care Society Address: 7231 Frances Street, Burnaby
Reasons for Investigation :
<ul style="list-style-type: none"> • Staffing • Guidance and Discipline • Hygiene and communicable disease control
Sections of the Act/Regulations Contravened:
CCLR 13(1) - Licensing determined the "4 step manual dishwashing procedure" for washing and sanitizing dishes was not being followed.
Action by Licensee:
No further action, all contraventions have been addressed
Action by LO:
Resources provided No further action, all contraventions have been addressed
Report of Findings Summary:
<p>On September 28, 2018, Licensing received a complaint regarding staffing, guidance, and hygiene concerns. The allegation included the following details:</p> <ul style="list-style-type: none"> • Inappropriate staff to child ratio • Inappropriate staff to child interactions • Improper washing and sanitizing of dishes <p>Evidence was obtained through interviews, staff documentation and observations. Licensing determined no contraventions related to staff to child ratio or staff guidance however a contravention related to hygiene was confirmed and cited.</p> <ul style="list-style-type: none"> • CCLR Section 13(1) Environment (see above section for details) <p>Licensee to submit a compliance plan including instructions to staff regarding sanitizing dishes. Licensing mailed resource to the facility.</p>
Completion Date: October 4, 2018

Name of Facility: School of Early Learning	Address: 103 - 3200 Westwood St, Port Coquitlam
Reasons for Investigation:	
<ul style="list-style-type: none"> • Guidance and Discipline • Restraints 	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> • CCLR 52(1)(b) - Licensing determined through interviews and reviewing facility records that physical restraint was used to guide a child's challenging behaviour. • CCLR 55(2)(a) - Licensing determined through interviews and reviewing facility records that the use of restraint was not reported to licensing. 	
Action by Licensee:	
<ul style="list-style-type: none"> • Corrective action plan required to be submitted. 	
Action by LO:	
<ul style="list-style-type: none"> • Review and monitor corrective action plan. • Follow up inspection required. 	
Report of Findings Summary:	
<p>On October 30, 2018 licensing received a complaint alleging inappropriate care and supervision related to guidance and discipline and the use of restraint. The allegation included the following details:</p> <ul style="list-style-type: none"> • An inappropriate verbal interaction occurred between a staff and a child in care. • A child was physically restrained for discipline. <p>Evidence was obtained through interviews and a review of facility documents. Licensing determined upon review of the evidence a contravention related to the use of restraints and notification to licensing. Licensing determined no contraventions related to the allegation of an inappropriate verbal interaction between staff and a child in care. The following sections of legislation were cited:</p> <ul style="list-style-type: none"> • CCLR Section 52(1)(b) Harmful actions not permitted (see above section for details) • CCLR Section 55(2)(a) Notification of illness or injury (see above section for details) <p>The Licensee is required to submit a corrective action plan. Licensing will review the plan and complete a follow up inspection.</p>	
Completed: November 29, 2018	

Name of Facility: Smart Dolphin Children's Centre	Address: 18790 58th Ave, Surrey
Reasons for Investigation:	
<ul style="list-style-type: none"> • Program • Hygiene • Staffing 	
Sections of the Act/Regulations Contravened:	
<ul style="list-style-type: none"> • <i>CCLR 44(3)</i> Licensing determined through interviews that children were not provided daily outdoor play as required. • <i>CCLR Section 34(1)(b)</i> Licensing determined through interviews and documentation that the ratio of employees to children was not sufficient. • <i>CCLR Section 34(1)(b)</i> Licensing determined through documentation that the age requirements for children attending the group were not met. 	
Action by Licensee:	
<ul style="list-style-type: none"> • The licensee submitted a corrective action plan including a new staffing plan and exemption request to achieve compliance. 	
Action by LO:	
<ul style="list-style-type: none"> • Review of corrective action plan including exemption request. 	
Report of Findings Summary:	
<p>Licensing received a complaint on October 15, 2018 alleging inadequate program of activities, unsafe environment related to hygiene practices and inappropriate staffing. The allegations included the following details:</p> <ul style="list-style-type: none"> • Children do not receive adequate outdoor play time. • Soap is not available in the bathroom. • Insufficient staff to child ratio. <p>Evidence was obtained from licensing observations, facility documents and interviews. Licensing determined upon review of the evidence no contraventions related to hygiene practices. However, Licensing did determine a contravention related to inadequate programming of activities and contraventions related to staff to child ratios.</p> <p>The following contraventions were cited:</p> <ul style="list-style-type: none"> • CCLR Section 44(3) CCLR Program of activities (see above sections for details) • CCLR Section 34(2)(a) Group sizes and employee to children ratios (see above sections for details) • CCLR Section 34(2)(b) Group sizes and employee to children ratios (see above sections for details) <p>The Licensee submitted a corrective action plan to address the contraventions.</p>	
Completed: October 30, 2018	

Name of Facility: Wonder World Play School Address: Unit B – 11767 225 th Street, Maple Ridge
Reasons for Investigation:
<ul style="list-style-type: none"> Care and Supervision
Sections of the Act/Regulations Contravened:
<ul style="list-style-type: none"> CCLR 59(a) Licensing determined there were no policies or procedures available for review at the community care facility.
Action by Licensee:
Corrected during the inspection.
Action by LO:
No further action required. All contraventions have been addressed.
Report of Findings Summary:
<p>On October 17, 2018, Licensing received a complaint regarding care and supervision related to parental access. Evidence was obtained from facility records and interviews. Based on the information obtained Licensing determined no contraventions related to parental access, however, licensing did determine policies were not available on site resulting in the following cited contravention:</p> <ul style="list-style-type: none"> Section 59(a) CCLR Records must be available (see contravention section for details) <p>No further action required. All contraventions have been addressed.</p>
Completion date: October 22, 2018