

**Texas Health and Human Services Commission
Child-Care Licensing
Investigation Report**

Operation Information and Allegations:

Operation #: Dunkin Academy of Forney 208615

Investigation #: 2376212

IMPACT Case Id:

IMPACT Call Id: 69497570

Intake(s):

Intake Number	Intake Date Received
2376253	10/06/2017
2376212	10/06/2017

Investigator's Name: JARRED PARNELL

Extension Granted: No

Allegation Type

- | | |
|--|---|
| <input checked="" type="checkbox"/> Standard/Law Violation | <input type="checkbox"/> Abuse/Neglect Physical Abuse |
| <input type="checkbox"/> Illegal Operations | <input type="checkbox"/> Abuse/Neglect Sexual Abuse |
| <input type="checkbox"/> Suicide Attempt | <input type="checkbox"/> Abuse/Neglect Emotional Abuse |
| <input type="checkbox"/> Child Death | <input type="checkbox"/> Abuse/Neglect Physical Neglect |
| <input type="checkbox"/> Serious Harm/Injury | <input type="checkbox"/> Abuse/Neglect Medical Neglect |
| <input type="checkbox"/> Critical Injury | <input type="checkbox"/> Abuse/Neglect Neglectful Supervision |
| <input type="checkbox"/> Child Arrest | <input type="checkbox"/> Abuse/Neglect Exploitation |
| <input type="checkbox"/> Illness Requiring Hospitalization | |
| <input type="checkbox"/> Child Run Away | |
| <input type="checkbox"/> Caregiver Drug Abuse | |
| <input type="checkbox"/> Endangering Person | |
| <input type="checkbox"/> Child Sexual Aggression | # Children involved: 0 |
| <input type="checkbox"/> Child on Child Physical Abuse | # Children involved: 0 |

Intake Priority: Priority 2 - injury or serious mistreatment of a child

Investigation Priority: Priority 2 - injury or serious mistreatment of a child

Date Priority Changed:

Reason Priority Changed:

Allegation Description:

There are concerns with discipline.

Investigation Persons:

Reporter:

[REDACTED]

Victim(s):

Perpetrator(s):

Name	Perp Disposition	Admin Review	Release Hearing
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Investigation Documentation:

Initiation Information:

Initiation Date: 10/10/2017

Type of Initiation: Inspection

Information Obtained:

The investigation was initiated by an inspection of the operation.

Observations Made During Inspection:

Inspection(s):

3650516

A full walkthrough was done of the operation. I observed 7 babies in the infant room with 3 caregivers. Cathy, Cameron, Renee. I observed 10 children in the 18-24 children room with caregiver Jessica. There 17 children in the 4-5s room with Haley and Melonie. In the threes room with Ms. Ashley there 12 children. I walked to the outside area, the fence was broken in two places, the maintenance man was there to fix the fence. I spoke to Jayce for a private interview, the interview is in the contacts list. No plainview deficiencies were found during thw walkthrough.

Contact List:

Type	Date	To:/With
<i>Phone Call</i>	<i>11/03/2017</i>	██████████ (parent)

I attempted to called ██████████ who is a parent of one of the children at the center. She did not answer.

<i>Phone Call</i>	<i>11/03/2017</i>	██████████ (parent)
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I called ██████████ who is a parent of a child that used to attend Dunkin. I asked ██████████ to tell me about her concerns with Dunkin. ██████████ said she went to the day care one day to pick up her son. When she walked into the daycare she was watching the caregiver Ms. Riley through the window in the classroom. Katie said she saw Ms. Riley pick up a child by her arm and put her down and yell at her.

<i>Other</i>	<i>10/10/2017</i>	<i>Discipline Policy</i>
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I reviewed the daycares discipline operational policy.

<i>Face to Face</i>	<i>10/10/2017</i>	██████████ (victim)
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I interview ██████████ who is 2 years old. ██████████ was the child Ms. Riley allegedly picked her up by her arm. I told ██████████ that i am with licensing and that i am here to make sure kids are safe at daycare. ██████████ seemed leery to talk to me and stand off. I asked ██████████ to tell me how old she is, she said 2 and held up two fingers. I asked ██████████ if she likes it here at daycare and she said yes. I asked ██████████ if she likes her daycare teacher. ██████████ said yes. I asked ██████████ what is her favorite thing about daycare, ██████████ said she likes to play outside. I asked ██████████ if she remembers a teacher named Ms. Riley, ██████████ shook her head yes. I asked ██████████ if she likes Ms. Riley she said yes. I asked ██████████ what happens if she would get in trouble it MS. Riley, ██████████ did answer and started jumping up and down making animal noises. I asked ██████████ once again if she likes Ms. Riley, ██████████ nodded yes. I asked ██████████ what happens if she gets in trouble. ██████████ remained silent. I terminated the interview.

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Face to Face

10/10/2017

Tanya Nelson (assistant director)

I spoke to Tanya about the incident reported concerning inappropriate discipline practices by a caregiver named Ms. Riley. Tanya told that a parent had come to pick a child to go home, while the parent was in the back of the day care at Ms. Riley's room she saw Ms. Riley yell at a child in her face. Tanya said Ms. Riley was called in to talk about the appropriate way to discipline a child and she admitted she screamed in the child's face because the child was screaming in hers.

I asked Tanya to tell me about the other incident. Tanya said a parent came in to pick her child. She came to the front office in tears and told the office staff that she saw Ms. Riley pick up a child named [REDACTED] by the arm. Tanya said they called Riley into the office to talk about the incident and Ms. Riley did not deny picking the child up by her arm. Tanya said that Ms. Brown the director terminated at that point. The next day Ms. Riley called the day care upset because she felt the daycare did not investigate the incident enough, although the day prior she did not disagree with the allegations that she had picked up a child but the arm.

Face to Face

10/03/2017

Angela Brown (director)

I spoke to Angela Brown at the daycare center. Angela is the day care director. I asked Angela to tell me about the report made about the caregiver Jacquisha Riley. Angela said Ms. Riley was reported on two different occasions. A parent told Angela that she saw Riley yanking a child by their arm. Angela said she brought Ms. Riley in to talk about it and she was surprised and said she did not throw or pull anyone. Angela said there were other allegations that she hit the child in the face as well. Ms. Riley denied this. The 2nd time a parent brought information about how Ms. Riley was yelling in a child's face. Ms. Riley admitted to yelling in the child's face.

Angela said at this point she felt it was better for them to part ways and terminated Ms. Riley. Ms. Riley said she understands and got her stuff and left. The next day Ms. Riley called the center upset and saying that the daycare didn't look into the allegations enough and that she didn't get treated fair.

Investigation Findings:

Disposition (if A/N):

Explanation of Disposition:

Based on the information received the center will be cited for inappropriate discipline. The day care director called in the report and assured me these things happened. I spoke with parents, staff, and children to confirm the information. A staff member used inappropriate discipline and yelled at a child in her face.

Recommended Action: No action

Action Dates:

Notification to Provider: 11/03/2017

Investigation Complete: 11/03/2017

Investigation Closed: 01/16/2018