



Child Care Licensing Unit

129 PLEASANT STREET CONCORD, N.H. 03301-3857

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I. Program Information

STATEMENT OF FINDINGS

ISSUE DATE : 12/22/2025

VISIT DATE : 12/3/2025

VISIT TYPE : Licensed Complaint

CORRECTIVE ACTION PLAN DUE DATE : 1/12/2026

Name of the program : Nashua Children's Home

Program address : 125 Amherst Street Nashua New Hampshire 03064

License No. : CCRB-01069

Licensing Coordinator : Tasha Berube

In accordance with RSA 170-E, the department finds non-compliance with the following statutes and/or rules:

II. Non-Compliance List

Regulation number : He-C 4001.22(e)

Program staff shall use seclusion and restraint in accordance with RSA 126-U and He-C 901.

Observation : The complainant reported that on November 19, 2025, Child A disclosed that they had bruises all over from staff restraining them and that staff threw them into a wall. Interviews with five staff and Child A all confirmed that Staff A did not utilize an approved technique according to Crisis Prevention Institute (CPI), the curriculum used by the program, when they lifted Child A by holding them under their armpits and carried the child out of their room, through the living room, and out the door onto the landing outside of the unit. Additionally, Staff A intervened when Child A was not engaging in any unsafe behaviors that would necessitate a restraint in accordance with RSA 126-U:5.I, which states, "Restraint shall only be used in a school or facility to ensure the immediate physical safety of persons when there is a substantial and imminent risk of serious bodily harm to the child or others. The determination of whether the use of restraint is justified under this section may be made with consideration of all relevant circumstances, including whether continued acts of violence by a child to inflict damage to property will create a substantial risk of serious bodily harm to the child or others. Restraint shall be used only by trained personnel using extreme caution when all other interventions have failed or have been deemed inappropriate. Restraint shall never be used explicitly or implicitly as punishment for the behavior of a child."

Corrective Action Plan : On November 19th, 2025, NCH was alerted that Child A's parent had concerns due to bruising that occurred from a physical intervention several days prior. NCH Residential Director immediately spoke to Staff A, and communicated via email to the 4 Assistant Residential Directors, the Compliance Officer and the Executive Director, that Staff A was prohibited from engaging in and type of physical intervention until further notice. NCH Residential Director indicated that this directive would remain in effect until Staff A participated in further training/education on the three techniques used at NCH (CPI, Handle with Care and Ukeru). All residential staff have received ongoing direction and counseling in regards to this situation and misapplication of RSA 126-U. Staff A will meet individually with NCH Crisis Worker for one on one training by January 13th, 2026. NCH Residential Director and NCH Training Coordinator will schedule a training for all residential staff for further education on the law. Due to the Christmas Holiday and implementation of an EMR system during January, this training will occur by the end of February 2026.

Completion Date : 12/22/2025