



Child Care Licensing Unit

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

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I. Program Information

STATEMENT OF FINDINGS

ISSUE DATE : 10/29/2025

VISIT DATE : 10/1/2025

VISIT TYPE : Licensed Complaint

CORRECTIVE ACTION PLAN DUE DATE : 11/19/2025

Name of the program : Spaulding Academy & Family Services

Program address : 130 Shedd Road Northfield New Hampshire 03276

License No. : CCRB-01078

Licensing Coordinator : Darlene Avery

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(g)

Restraint techniques used shall be consistent with the curriculum required in (f) above and be reviewed at least annually with program staff to maintain competency.

Observation : The complainant stated that they observed scratches and bruises on Resident A, and that upon inquiring with program staff, the complainant was informed that Resident A is placed in "P[C]M restraints." The licensing coordinator reviewed video footage of the resident and staff in the Calming Space, which showed behavior management techniques being used that were not compliant with the Professional Crisis Management (PCM) curriculum utilized by the program. Staff A stated that after reviewing the video, it was determined that improper management techniques were used by Staff B while attempting to control Resident A's behaviors. Staff C, D, and E all reported that they observed Staff B using behavior management techniques that were not PCM-approved.

Corrective Action Plan : Spaulding Academy & Family Services has well-established, well-defined, and documented policies and procedures regarding the use of restraint. All employees are trained in Professional Crisis Management annually. In addition, all staff attend a 6-month course follow-up of Professional Crisis Management to remain consistent with appropriate physical management practices as well as on-the-spot training.

The staff member in this case made a willful decision not to follow Spaulding's policies and procedures regarding restraint or the Professional Management training. Spaulding has taken further disciplinary action with this staff member, resulting in immediate action.

Completion Date : 10/3/2025