



# Child Care Licensing Unit

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## **I. Program Information**

### **STATEMENT OF FINDINGS**

**ISSUE DATE :** 7/24/2026

**VISIT DATE :** 7/21/2026

**VISIT TYPE :** Renewal

**CORRECTIVE ACTION PLAN DUE DATE :** 8/14/2026

**Name of the program :** Nashua Children's Home - Concord Street

**Program address :** 86 Concord Street Nashua New Hampshire 03060

**License No. :** CCRB-04431

**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 4001.17(e)

Program staff shall clearly label and store all toxic materials, including, but not limited to, cleaners, household chemicals, and paint, separate from food items, in cabinets which are locked or otherwise inaccessible to residents.

**Observation :** The licensing coordinator observed Lysol Disinfectant Spray on the floor in the living room and hand sanitizer on a desk in the living room.

**Corrective Action Plan :** The Compliance Officer and Training Coordinator will do daily inspections to ensure any type of chemical is securely locked up and only utilized when necessary. The Compliance Officer will notify both the Unit Supervisor and all direct staff as a reminder that any type of chemical is NOT allowed to be unsecured and accessible to the children.

**Completion Date :** 7/28/2026

**Regulation number :** He-C 4001.18(b)

Hot water under pressure, which measures at least 100 degrees Fahrenheit, shall be available at all sinks, showers, and bathtubs located in living space that is used by residents during operating hours.

**Observation :** The licensing coordinator observed that the temperature at a sink in the bathroom upstairs measured at 70 degrees Fahrenheit.

**Corrective Action Plan :** The Compliance Office did further investigation. In speaking with the Maintenance Coordinator, he explained that due to the location of the water heater (basement) it takes time, due to the old plumbing, for the hot water to reach the 3rd floor. Additional testing showed the water reached 100 degrees in 1 minute and 30 seconds and reached 120 degrees in 2 minutes. In order to provide more immediate hot water to the children when on the 3rd floor, the Maintenance Coordinator has contacted our plumber to inquire about either adding a pressure pump to the current water heater (to expedited the speed the hot water reaches the 3rd floor), adding waterless tanks to the 3rd floor or adding a point of contact water heater to each bathroom. Moving forward, during monthly building inspections, the maintenance team will include testing the hot water on all residences.

**Completion Date :** 7/28/2026

**Regulation number :** He-C 4001.19(d)

The program director or designee shall, for each staff person who is responsible for the care, supervision, or treatment of residents, have on file available for review by the unit documentation of job qualifications such as: (1) All required education, such as a diploma, transcripts, certificates, or degrees; and (2) All required training and experience, as set forth on an application form or resume.

**Observation :** The licensing coordinator was unable to review Staff B's documentation of qualification because the documents were not on file at the program.

**Corrective Action Plan :** The individual involved was notified immediately by the Business Manager that his degree needed to be submitted by August 7th, 2026. Should the Business Manager not receive the individuals degree by that date, he will be notified that he will be unable to work until it is received. The Compliance Officer will follow up with both the Training Coordinator and the Business Manager to ensure all proper documentation is in our employee's files during their onboarding.

**Completion Date :** 7/29/2026

**Regulation number :** He-C 4001.31(b)

Prior to the start date and every 5 years thereafter, an employee, volunteer, household member, or other individual who will be working in the residential program and is 18 years of age or older shall submit for a background record check using the NHCIS portal.

**Observation :** The licensing coordinator's review of department records revealed Staff A did not submit for a background record check using the NHCIS portal prior to their start date.

**Corrective Action Plan :** The Executive Director immediately called the staff member involved and instructed him to log into the portal to complete his background check. The employee submitted their background check on 7/23/26, and that moving forward new employees will submit their background check prior to their start date. The Compliance Officer will work with the Training to ensure that upon completing background record checks, the employee will remember to hit "SUBMIT" in their NHCIS portal prior to their start date. The Compliance Officer will also check the portal prior to any new employee start date as well as upcoming expired checks completed prior to the expiration date, as well as regularly to ensure all documentation is submitted and accurate.

**Completion Date :** 7/29/2026

