



Child Care Licensing Unit

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I. Program Information

STATEMENT OF FINDINGS

ISSUE DATE : 7/28/2025

VISIT DATE : 7/21/2025

VISIT TYPE : Licensed Complaint

CORRECTIVE ACTION PLAN DUE DATE : 8/18/2025

Name of the program : MPA at Plymouth

Program address : 350 Main Street Plymouth New Hampshire 03264

License No. : CCRB-05691

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 4001.14(a)

Program staff shall provide care and supervision at all times to ensure that residents are safe and that their needs are met according to their developmental level, age, emotional or behavioral needs, and in accordance with their treatment plan.

Observation : The program self-reported that a resident was without supervision due to a break in the supervision policy requiring staff to check residents every 15 minutes. Staff A stated that there was a lack of communication between staff, which resulted in one resident being unsupervised in their bedroom without the 15 minute checks on July 14, 2025 from 12:00 - 2:00 p.m. after refusing to attend school on that day.

Corrective Action Plan : 1. Immediate Action Taken: Upon discovery, the incident was reported to Child Care Licensing and NH DCYF Central Intake per MPA's reporting protocol. The resident was confirmed to be safe and no harm occurred. Staff were debriefed following the incident, and the supervision policy was reviewed with them on the same day. 2. Root Cause Analysis: Breakdown in Staff Communication: Staff assumed that others were conducting 15-minute checks without confirming responsibilities. Lack of Clarity on Roles: There was no clearly designated staff member assigned to check on the resident after they refused school attendance. Inconsistent Documentation: Check logs were not completed or reviewed during the two-hour gap. 3. Corrective Actions and Preventative Measures: A. Staff Training and Reinforcement 1. MPA's supervision policy will be sent out via electronic training system in order to ensure that residential faculty

have access to supervision policy and procedures In addition, in individual faculty's supervision deemed responsible for the supervision of student's during the academic day the importance of communication and role clarity Ongoing monthly supervision and policy refreshers will be added to staff meetings. B. Communication Protocol Implementation Designate a lead staff per shift responsible for confirming assignments and verifying compliance with supervision requirements. Any further incidents will be reported to licensing and internally reviewed for policy adherence and further adjustment. 4. Completion Date: Full implementation of corrective actions will be completed by August 15, 2025.

Completion Date : 8/15/2025