



Child Care Licensing Unit

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I. Program Information

STATEMENT OF FINDINGS

ISSUE DATE : 3/6/2026

VISIT DATE : 2/24/2026

VISIT TYPE : Licensed Complaint

CORRECTIVE ACTION PLAN DUE DATE : 3/27/2026

Name of the program : The Ridge RTC - New Hampshire

Program address : 619 Governor's Road Milton NH 03851

License No. : CCRB-07044

Licensing Coordinator : Lisa Crudo

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 : REPEAT CITATION, PREVIOUSLY CITED ON SEPTEMBER 9, 2024. The complainant reported that Resident A had been forced to perform oral sex by Resident B. The licensing coordinator reviewed the Incident Reports (IR) for both residents and interviewed four staff members who were present in the building at the time of the incident. The IRs revealed that Resident A had entered Resident B's bedroom without staff knowledge. Staff B stated that they "ran into" Resident A while Resident A was exiting Resident B's bedroom, and also stated that Resident C confirmed that Resident A had been in the bedroom. Staff A, C, and D all acknowledged that Resident A had entered Resident B's bedroom without their direct knowledge, and they became aware of this when Resident C made an exclamation about Resident A's presence in the bedroom. This constitutes the first repeat citation regarding supervision of residents.

Corrective Action Plan : In response to the identified supervision concerns, Ridge RTC New Hampshire has implemented several corrective actions targeting both immediate staff performance and long-term onboarding practices: A mandatory supervision training was delivered/scheduled for the entire Clinical Assistant team on 3/3/26, 3/12/26, 3/16/26 and 3/26/26, reinforcing core expectations around active supervision, appropriate staff

positioning, and minimizing personal distractions while on shift. The training emphasized the expectation that staff remain mobile, present, and actively engaged with clients at all times. All Dorm Leads received additional mandatory Lead-focused supervision training on 3/11/26, focusing on the expectations and responsibilities of the Lead Clinical Assistant role, including how to effectively oversee team members during a shift, monitor supervision practices, maintain ratio compliance, and escalate concerns to program leadership. The following staff specific corrective actions were implemented:

- Three newer Clinical Assistants, who had recently completed probationary period, are receiving documented verbal coaching and were assigned mandatory supervision training with the Program Director and training supervisor.
- One Clinical Assistant received a verbal warning related to supervision practices and excessive phone use observed on camera and was assigned mandatory supervision training with the Program Director and training supervisor.
- The lead staff member present received documented verbal warning regarding their responsibility to ensure appropriate supervision and oversight of Clinical Assistants during the shift, was assigned mandatory supervision training with the Program Director and training supervisor and attended an additional lead-focused supervision training on 3/11/26.

In October 2025, Ridge RTC New Hampshire created the Campus-Lead role to provide an additional layer of on-the-floor oversight during each shift. The Campus Lead conducts active rounding throughout the campus, monitoring staff performance in real time. Responsibilities include ensuring staff are adhering to required staffing ratios, providing appropriate supervision, remaining correctly positioned, and maintaining professional boundaries with residents. In direct response to this finding and to ensure the Campus Lead role is functioning as intended, Ridge RTC New Hampshire is implementing structured supervision and ongoing monitoring of Campus Lead performance. Additionally, senior leadership will conduct periodic unannounced observations of Campus Lead rounding to verify that the role is being carried out consistently and effectively across all shifts. These measures ensure that the Campus Lead position remains an active and accountable layer of program oversight rather than a static administrative function. Additionally, Orientation materials are being updated to place greater emphasis on active supervision practices, staff positioning, and expectations around personal device use during shifts. In addition, we have increased the number of shadowing hours required of new staff prior to working independently. The result is a longer, more rigorous onboarding experience that equips new Clinical Assistants with a clearer understanding of what quality supervision looks like in practice before they are counted in ratio.

Completion Date : 3/3/2026