

# Complaint Inspection Compliance Plan

**Provider's Name:** The Children's Ark

**City:** Chamberlain

**Provider Number:** 010607199

**Provider Type:** DCC

**Date Agency Action Issued:** 06/06/2019

The provider was found to not be in compliance with the following items.

## **67:42:16:14 - Confidentiality.**

### **Summary of Compliance Issue:**

Confidentiality; Confidential information was shared with unauthorized individuals.

Staff will maintain in confidence all details involving children and their families.

The program has implemented a cell phone policy for staff as well as reminded all staff of the licensing rule regarding confidentiality.

**Status:** Founded

**Agency Action:** Letter of Notification

## **67:42:16:19 - Supervision.**

### **Summary of Compliance Issue:**

Supervision; children in care were not properly supervised.

Program staff are responsible for the direct care, protection, guidance and supervision of every child in care.

CCS is requiring additional training be taken by all staff regarding this topic area no later July 15, 2019.

**Status:** Founded

**Agency Action:** Letter of Notification