

Dear RBCLC Families,

Two weeks ago we had an incident at the school. After naptime, once we were outside, we had a student who hid from the teachers due to the fact that he had soiled himself. This was a newer student and he was not super comfortable telling the teachers when he needed to use the restroom. We were aware he was having trouble with potty training and would encourage him to use the restroom just as we do with all our students and we would reassure him when he had had an accident he could tell us and we would assist him in changing. On this day, he had just used the restroom before we came outside after nap. One of our staff members took the first group of children who were ready to go outside to get shoes on and play and he was one of those students. I continued to finish getting everyone up and everything squared away after naptime inside and headed out with the final kids a short time later. Again, this was after naptime and the time many children start to go home. The other staff member had signed out several students before I got outside. This was a hotter day and all of our students were playing on the grass with a few in the sandboxes when I got out there. I joined the group of children on the grass with the other staff member and we continued our afternoon. Usually we will have children who run to the woodchips to play on the slides or swings, but this day everyone was content by the grass and had not gone anywhere else to play, thus the teachers had been with them on the grass as well. Around 4:30 we did a head count and I was under ratio and our second staff member was able to go home. A short time after she left I was down to just a few students so we began cleaning up the grass and then we were going to head to the woodchips to finish our day. That is when the student's parent arrived to pick him up. I had all the students on the grass cleaning and I had not seen this student since I went outside that afternoon and assumed that the other staff member had signed him out before I had come outside after nap. (It's not an uncommon thing for both parents to show up separately to pick up a student or come on a day their child isn't here. Parents are human and miscommunications happen between them.) I immediately began to look around for the child, but did not see them. The parent said the other parent had not picked up. It hit me all of a sudden. This child was very fond of one of our playground toys in the back of playground and played there often. I headed straight there and as I did the child crawled out from behind it! This all happened in a matter of less than 2 minutes. After seeing him, I instantly had a feeling that he had been hiding there the whole time because he had soiled himself. I was correct. When the parent and I got back to him, we found him with very soiled clothes.

This was a VERY scary situation not only for the parent, but for myself as well. I have been in this field for 24 years and never had anything remotely close to this happening before. I, as well as all my staff, are usually so good at doing head counts continually and counting out how many are left versus how many have gone home by name to face counting. For whatever reason, this day we had not done that before the second teacher left for the day. This minor failure on our part could have definitely led to something bigger happening. This failure did lead to a child being in soiled clothes for longer than they should have been unfortunately.

Rightfully, the parents were upset about this situation and made a formal complaint against us to state licensing. We have had a visit from state licensing and we were cited for failure to properly

supervise and for allowing a child to be in soiled clothes for an extended period. We do not deny any of these events happened, but we do want to assure you, (even before we had a visit from the state), we have been extra diligent in doing our face to name counts of kids on site and ones who have left for the day. We have all had discussions on how we can make newer students feel more comfortable with us quicker so they would be comfortable telling us if they have an accident or even telling us they want to use the restroom. We have also been talking about ways to rearrange our playground to make every tiny corner visible to the staff from anywhere. (This student found the one corner where he was able to stay out of sight from all places unless we had been on the back side of the playground.) We are not taking any of this situation lightly and we don't expect you to either. We do want to assure you though there are many steps we are taking so an event like this won't happen again.

Attached to this is the report from state licensing. We will also have a form for you to sign at pick up/drop off, stating you have received a copy of that report. If you have any questions on this situation or concerns, I am more than happy to address them with you. Please reach out and we will find a time to speak.

Thank you,
Catherine

SANTA BARBARA CC RO
6500 HOLLISTER AVE., SUITE 200
GOLETA, CA 93117



07/18/2025

RAINBOW BRIGHT CHRISTIAN LEARNING CENTER
401710399
739 23RD STREET
PASO ROBLES, CA 93446

Letter of Deficiency Citations Cleared

Dear Licensee,

The following deficiencies, initially cited during a visit on 07/11/2025, have been cleared:

Section Cited: 101229(a)(1)	Date Due: 07/18/2025	
Plan of Correction: By 7/18/2025 before the close of business day (5:00 PM), the Director will submit a detailed written plan to the Department on how this will be avoided going forward (matthew.sapien@dss.ca.gov).	Corrections: On 7/17/25, the Director of the CCC submitted a detailed plan on events like this will be avoided in the future.	Clearance Date: 07/18/2025
Section Cited: 101223(a)(2)	Date Due: 07/18/2025	
Plan of Correction: By 7/18/2025 before the close of business day (5:00 PM), the Director will submit a detailed written plan to the Department on how this will be avoided going forward (matthew.sapien@dss.ca.gov).	Corrections: On 7/17/25, the Director of the CCC submitted a detailed plan on events like this will be avoided in the future.	Clearance Date: 07/18/2025

SUPERVISOR'S NAME:

LICENSING EVALUATOR NAME:

Matthew Sapien

TELEPHONE: (805) 562-0400

LICENSING EVALUATOR SIGNATURE:

Matthew Sapien

DATE: 07/18/2025

This report must be available at Child Care and Group Home facilities for public review for 3 years.

Cleared POC Letter (FAS) - (04/05)

Page: 1 of 1

Plan of Correction:

Care and Supervision-

Children at RBCLC have been and will continue to be fully supervised at all times while in attendance. To prevent a child from being able to hide from us and be missed for any period of time, we will be rearranging our playground to help ensure there are no corners that can not be seen from all areas of the yard. We have also started a new policy that as a staff member leaves, they are required to check the Brightwheel app and make sure all children are properly signed out if they have left and all children who are still signed in are visually seen by them. On top of that, we are doing head counts every 15 minutes and/or after any child is signed out with a "backwards" count where we make sure the number of children present and the number of students who have gone home add up to the total number of students we had for the day. Also, when two staff members join two groups of children, they will communicate with each other how many children each of them have and who they have already possibly signed out for the day. This will give both staff members the knowledge of which children are still present and a total number of children for the day are accounted for.

Personal Rights-

To prevent a child from being left in soiled clothes for any period of time, any child who is not considered fully potty trained (dry and unsoiled for a two week period of time), will be given the opportunity to use the restroom every 30 minutes. By doing this, the staff will have close, direct contact with the child regularly to ensure they have not had an accident during that time period. Children who are new to the school and not considered fully potty trained will be required to wear a pull up until they either go a period of two weeks with no accidents or the staff AND child are both comfortable with each other. (I.e. the child is comfortable expressing their needs to staff members on their own and the staff is familiar enough with the child's habits/behaviors to know when they may need to use the restroom through behavior or scheduled times of day.) They will still be checked with the other potty training children every 30 minutes and encouraged to use the restroom as well.

As is already practice, all children will regularly be given potty breaks and all children in diapers will be changed on a regular, approximately 2 hour, schedule with soiled diapers being changed whenever needed between those times.

COMPLAINT INVESTIGATION REPORT

This is an official report of an unannounced visit/investigation of a complaint received in our office on **07/03/2025** and conducted by Evaluator Matthew Sapien

COMPLAINT CONTROL NUMBER: 17-CC-20250703132754

FACILITY NAME: RAINBOW BRIGHT CHRISTIAN LEARNING CENTER	FACILITY NUMBER: 401710399
ADMINISTRATOR: CATHERINE EVENSON	FACILITY TYPE: 850
ADDRESS: 739 23RD STREET	TELEPHONE: (805) 238-0551
CITY: PASO ROBLES	STATE: CA
CAPACITY: 40	ZIP CODE: 93446
TOTAL ENROLLED CHILDREN: 40	CENSUS: 18
UNANNOUNCED	DATE: 07/11/2025
MET WITH: Catherine Evenson	TIME VISIT BEGAN: 09:30 AM
	TIME COMPLETED: 12:30 PM

ALLEGATION(S):

- 1 Personal Rights
- 2
- 3 Lack of Supervision
- 4
- 5
- 6
- 7
- 8
- 9

INVESTIGATION FINDINGS:

- 1 On 7/11/25, at 9:30 AM, Licensing Program Analyst (LPA) Matthew Sapien conducted an unannounced
- 2 inspection to the abovementioned Child Care Center (CCC) in order to investigate the above allegations. LPA
- 3 met with Catherine Evenson, Director of the CCC, and explained the nature and purpose of the inspection.
- 4 LPA, in the company of Director, toured the interior and exterior of the CCC. During the inspection, LPA notes
- 5 18 children present, along with 3 teachers, and 1 aide (cleared and associated).
- 6
- 7 LPA interviewed the Director and inquired if they had any knowledge on why a complaint may have been filed.
- 8 The Director stated that they became aware of a miscommunication between staff regarding a child's pick up
- 9 and acknowledged a corresponding incident.
- 10
- 11 The investigation included interviewing the Complainant, and the Director on 7/11/25. Pertinent documents
- 12 were also reviewed by the LPA such as the review of child sign in/sign out sheets, staff (CONT LIC 9099-C,
- 13 Page 2)

Substantiated**Estimated Days of Completion:****SUPERVISOR'S NAME:** Maria Mueller**TELEPHONE:** (805) 562-0400**LICENSING EVALUATOR NAME:** Matthew Sapien**TELEPHONE:** (805) 562-0400**LICENSING EVALUATOR SIGNATURE:**

DATE: 07/11/2025

I acknowledge receipt of this form and understand my appeal rights as explained and received.

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 07/11/2025

This report must be available at Child Care and Group Home facilities for public review for 3 years.

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: RAINBOW BRIGHT CHRISTIAN LEARNING CENTER

FACILITY NUMBER: 401710399

VISIT DATE: 07/11/2025

NARRATIVE

1 Upon receipt, the Director shall provide copies of this licensing report to parents/guardians of children in care
2 and to parents/guardians of children newly enrolled at the facility during the next 12 months. The
3 Acknowledgement of Receipt (LIC 9224) to parents shall be completed and signed by each parent/guardian
4 with copies maintained in each child's file. Director was given a copy of LIC 9224 Acknowledgement of
5 Receipt of Licensing Reports. Director was informed that any additional Type A deficiencies may result in
6 further administrative action against the CCC.
7
8 A Notice of Site Visit (LIC 9213) was given. Appeal Rights (LIC 9058) were also given and signature on this
9 form acknowledges receipt of these rights. LPA reminded Director to ensure Notice of Site Visit form is posted
10 or a civil penalty of \$100 may apply.
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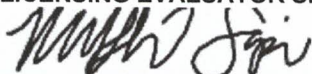
SUPERVISOR'S NAME: Maria Mueller

TELEPHONE: (805) 562-0400

LICENSING EVALUATOR NAME: Matthew Sapien

TELEPHONE: (805) 562-0400

LICENSING EVALUATOR SIGNATURE:



DATE: 07/11/2025

I acknowledge receipt of this form and understand my appeal rights as explained and received.

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 07/11/2025

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: RAINBOW BRIGHT CHRISTIAN LEARNING CENTER
DEFICIENCY INFORMATION FOR THIS PAGE:

FACILITY NUMBER: 401710399
VISIT DATE: 07/11/2025

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type A 07/18/2025 Section Cited CCR 101229(a)(1)	1 Care and Supervision-101229(a)(1) - (a) The 2 licensee shall provide care and 3 supervision...(1) No child(ren) shall be left 4 without the supervision of a teacher at any 5 time... 6 This requirement is not met as evidenced by: 7	1 By 7/18/2025 before the close of business day 2 (5:00 PM), the Director will submit a detailed 3 written plan to the Department on how this will 4 be avoided going forward 5 (matthew.sapien@dss.ca.gov). 6 7
Type A 07/18/2025 Section Cited CCR 101229(a)(1)	8 Based on interview and record review, LPA 9 determined that the CCC left a child 10 unattended for over thirty minutes outside. This 11 occurred on 7/2/25 around 4:00 PM. This poses 12 an immediate risk to the health and safety of 13 children in care. 14	8 9 10 11 12 13 14
Type A 07/18/2025 Section Cited CCR 101223(a)(2)	1 Personal Rights-101223(a)(2) - (a) The 2 licensee shall ensure that each child is 3 accorded the following personal rights:... (2) To 4 be accorded safe, healthful and comfortable 5 accommodations, furnishings and equipment to 6 meet his/her needs. 7 This requirement is not met as evidenced by: 8	1 By 7/18/2025 before the close of business day 2 (5:00 PM), the Director will submit a detailed 3 written plan to the Department on how this will 4 be avoided going forward 5 (matthew.sapien@dss.ca.gov). 6 7
Type A 07/18/2025 Section Cited CCR 101223(a)(2)	8 Based on interview and record review, LPA 9 determined that the CCC left a child 10 unattended in soiled clothing for over thirty 11 minutes outside. This occurred on 7/2/25 12 around 4:00 PM. This poses an immediate risk 13 to the health and safety of children in care. 14	8 9 10 11 12 13 14

Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.

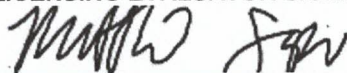
SUPERVISOR'S NAME: Maria Mueller

TELEPHONE: (805) 562-0400

LICENSING EVALUATOR NAME: Matthew Sapien

TELEPHONE: (805) 562-0400

LICENSING EVALUATOR SIGNATURE:



DATE: 07/11/2025

I acknowledge receipt of this form and understand my appeal rights as explained and received.

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 07/11/2025

This Notice must be posted for 30 days