

FAQ's

1. Does the Town and Play-Well conduct background checks on employees?
Yes. If doing business with the Town as a Business Contractor, Play-Well is required to conduct a background investigation on all employees providing services. The background investigation shall at a minimum include a Statewide Felony and Misdemeanor Search, a National Criminal and Sex Offender Search and a Social Trace of the individual. The background investigation is conducted in compliance with all federal and state statutes and regulations, such as the Fair Credit Reporting Act (FCRA). All instructors hired, either as staff or independent contractors, by the Town of Cary also undergo background investigations with the same requirements listed above.
2. Was a background check conducted on the employee in question?
Yes.
3. Were there any complaints filed with the Town or Play-Well on the employee in question?
No. Town staff nor Play-Well received complaints from parents, participants or other staff during any of the programs that the employee instructed while at Town facilities.
4. What reporting method does the Town and Play-Well have in place if there is a complaint regarding an instructor?
Play-Well: The site coordinators have contact information for the Area Manager who oversees programs and have access 24/7 to report any concerns. The phone number to the business office is available should they be unable to reach the local Area Manager quickly and/or feel the need to elevate a concern. Instructors are trained and regularly reminded by their managers to provide the Area Manager's business card to any parent or site staff who inquire.
TOC: Parents are encouraged to speak with the programming supervisor or facility supervisor regarding any complaints or questions about classes/programs. The program staff will document the concern and take appropriate steps to correct the issue. If the issue is not corrected additional action is taken until the concerned is fully addressed.
5. What is the ratio of instructor to participant?
Minimum 1 instructor to 10 participants depending on the age of participants/ logistics of program (field trip or in class room) and type of class or program.

6. What best-practices does the Town and Play-Well use for restroom breaks?
Instructors are not allowed in bathrooms during restroom breaks except to address unruly behavior by participants. Employees wait outside the bathroom door until all participants are accounted for.
7. Would my child have been alone one-on-one with instructor at any time?
The camp/class format is for group instruction and it would be extremely rare for an instructor to be in a one-on-one situation with a participant. Instructors are directed to keep classroom doors open during drop-off and pick-up to avoid one-on-one supervision.
8. What steps does the Town take to review instructor's employment history?
For contracted instructors, Town staff review program proposals and practical experience before entering into an instructor agreement. References and background investigation are completed prior to hiring individuals as a contractor. For business contracts, like Play-Well, the Town requires the business to provide a list of the most qualified instructors. The company is required annually to provide a list of employees that have cleared background checks.
9. What precautions are being taken to reduce the risk of inappropriate behavior from occurring?
Regular check-ins for classroom activities and monitoring restroom breaks to make sure standard procedures are being followed. Inform instructors to ask for assistance when needed for restroom breaks.
10. Who can I talk to with Cary Police should I have questions about this incident?
The Cary Police point of contact for this incident is John Szymeczek at (919) 469-4325 or john.szymeczek@townofcary.org.