IOWA HHS **Iowa Department of Health And Human Services**

CHILD CARE COMPLIANT

Name of Provider Karen Robison	**County** Clarke	
Care Address 313 N Main	**City** Osceola	**Zip Code** 50213
Mailing Address 313 N Main	**Mailing City** Osceola	**Mailing Zip Code** 50213
Phone 641-342-3589	**Email**	

Date of Complaint:	04/23/2024	**Date of Visit:**	04/25/2024

Type of Visit

[ ] Scheduled [X] Unannounced [ ] N/A

Compliance Regulation

[X] Non-Compliance with Regulations Found [ ] Compliance with Regulations Found

Recommendation for Registration:

[X] No Changes to registration status recommended

[ ] Revocation of Registration

[ ] Cancellation of Child Care Assistance Provider Agreement

Category of Care:

[ ] Category A

[X] Category B

[ ] Category C (with no co-provider)

[ ] Category C (with co-provider)

[ ] Non-registered Child Care Home with CCA Provider Agreement

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Complaint Details:

Did this complaint result in a serious injury?	☐ Yes	☒ No
Did this complaint result in a death to a child?	☐ Yes	☒ No

Summary of Complaint:

Compliance staff received a concern regarding the childcare home that the provider did not adequately watch a child that led to injuries. The concern also identified that the parents were not notified timely of the injury.

Compliance staff received collateral information that in the last 30 days a child who attends at the childcare home has had more than one verbal report of the child falling over and receiving minor injuries.

Compliance staff completed an unannounced visit to the childcare home. The concern was discussed with the provider. The provider assumed that the concern was in regards to a younger child who is just learning to go up and down stairs. The provider reported that earlier in the week, the young child was on the step outside of the sliding glass door, leading to the back yard. She stated that it was later in the afternoon and she and her substitute were taking turns in and out of the home and backyard due to getting popsicles for the kids and watching the children outside. She reported it was towards the end of the day, and a parent had just come in to the home to pick up her children and full attention was not on the child. The child did move, crawl, to the edge of the step and fell off. Below the step is a hard patio.

The provider stated that the child was immediately picked up. It was noted that a scratch appeared on the top of the head. The provider reported that the child was consoled and minutes later the parent arrived to pick up the child and was informed at that time of the incident.

The provider was upset that a call had been made to compliance staff. Compliance staff asked if the provider had filled out an incident report. She reported that she had not filled one out. Compliance staff told the provider that she should have filled out an incident report and had the parent sign it the day of the event. Documentation and contacting parents of injuries is the best action a provider can do as part of open and honest communication with parents.

Rule Basis and Findings of Complaint(s):

110.7 (1) The provider meets the following requirements:
a. gives careful supervision at all times

Compliance staff finds that the provider or substitute should have taken a moment to ensure that the child was safe and not at a place where the child would fall off of the step. This is not the first reported incident for this child falling while in the process of learning new things. The area of this identified fall is heightened with the fall to a cement paver over a carpeted floor. Compliance staff understands that kids fall and trip, especially in the early stages of learning. It is the provider's job or the substitute's job to identify potential risks and create safety for every child in their care. The provider or the substitute will not leave a young child on a step in the future, this will avoid any unintentional harm to a child.

110.8(1) Conditions of the home shall be safe, sanitary and free from hazards
o. Injury report forms are maintained for any injury requiring first aid or medical care.

Compliance staff would remind the provider that incidents/accidents need to be documented and shared with a parent or caregiver immediately after it occurs. If first aid is not given, reporting minor injuries can be done by sending a text message with a picture or a phone call to the parent. If first aid is utilized, incident reports should be filled out according to the law; this would include bandages for scrapes.

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Resolution and Action Required:
The provider will need to take necessary steps to ensure that children of all ages are safe in the childcare home environment. The provider will fill out incident reports in the future when first aid is rendered to a child, even for minor injuries. The provider will contact parents or caregivers immediately after an incident by texting or calling to inform of any injury to their child.

Consultant's Signature:	Stacy Burris	**Date of Visit:**	05/20/2024
Supervisor Signature:	Sheila Aunspach	**Date of Visit:**	05/28/2024