Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Bulldog Daycare **Enrollment:** 40 **License ID:** 25641

Street: 201 School St **City:** Orient **IA** **Zip Code:** 50858 **County:** Adair

Mailing Address: PO Box 52

Mailing City: Orient **IA** **Zip Code:** 50858

Director's Name: Susan Cruz **Center Phone Number:** 641-344-6802

On-Site Supervisors: **E-Mail Address:** susan.cruz@o-mschools.org

Date of Complaint: 04-24-2024 **Date of Visit:** 04-25-2024

[ ] Scheduled **[ ]** Unannounced **[X]** NA

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

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[ ] PROVISIONAL license from **to**

[ ] SUSPENSION of License

[ ] REVOCATION of License

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:

Ratio today in infant room 2-10 Age mixing, under staffed. Keep moving a child who bites into other rooms, including in to the infant room. Hasn't bitten a baby yet. Staff wear shoes outside, then come into infant room and keep their shoes on. Stepping on the mats where children lay and crawl. Dirty tables and pink eye at center, believes sanitation is lacking. Big chunks of paper towel stuck in roof of 9 month old child's mouth - choking hazard.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Adequate indoor and outdoor space is provided. The outdoor area shall include safe play equipment and area of shade. Sufficient space provided for dining. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. sufficient cooling. Sufficient bathroom and diapering facilities. Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.

Inspection Findings:

109.8(2) Ratio maintained in center as required by age.

109.11(3)a
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Sufficient bathroom and diapering facilities.
Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children.
Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.

I talked with Susan Cruz on the phone on 4-25-24 and reviewed the complaints. Susan reported she was aware of the child who is biting, the child is 3 years old and bites children and staff, the child's last day at the center will be in two weeks. She said the lead teacher brought the child into the infant room.
Susan said staff aren't doing what they should be doing and she repeatedly talked to them and yelled at them about the rules and what they should be doing.
Susan said children in the school had pink eye and then came to the center with it and one infant age child got it.
Susan said she doesn't recall mixing children age two to ten years old. She said they are in ratio.
Susan said she hired two new people, she says staffing can get difficult when staff call in sick etc.
Susan said the child who may have got a paper towel from the automatic dispenser and she doesn't know how the staff didn't see it. She said they shut off the sensor on the paper towel dispenser and the staff will get the paper towels when needed.
Susan said they are sanitizing and the floors are stem mopped twice a day. She said the staff are cleaning after they get the children situated for an activity.

Special Notes and Action Required:

Non-Compliance with Regulations Found
Staff should not have a three year old child in the infant room and it was known that the child had issues with biting children and staff. Staff need to provide supervision at all time to prevent choking hazards such as an infant age child having paper towels stuck in the roof of their mouth.
The center has had issues with not being clean and not properly cleaning, sanitizing and disinfecting.
Susan said the center has been cleaning better since I was there for my licensing visit on 4-18-2024.
Please follow health and safety procedures when there is a communicable disease - pink eye etc. you need to post the information in the center.

Staff need better training on ratio, supervision, cleaning - proper sanitizing and disinfecting etc.

Consultant's Signature:

Kathy DeGeorge-Evans

Date:

05-30-2024