Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: The Learning Grove Academy **Enrollment:** 123 **License ID:** 51478

Street: 1780 Lininger LN **City:** North Liberty **IA** **Zip Code:** 52317 **County:** Johnson

Mailing Address: 120 S LaSalle ST STE 1200

Mailing City: Chicago **IA** **Zip Code:** 60603

Director's Name: Mikaela Brandenburg **Center Phone Number:** 319-626-8555

On-Site Supervisors: Heather Dake **E-Mail Address:** mbrandenburg@learninggroveacademy.com

Date of Complaint: 05-22-2024 **Date of Visit:** 05-23-2024

[ ] Scheduled **[X]** Unannounced **[ ]** 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:

-Bottles are warmed too hot.
-Dog feces were found on a rug.
-Ratio is not maintained.
-Vaping is occurring on site.
-Infant diapers are not being changed as needed.
-Staff threatened children with a spider.
-Children are being sent home too frequently for being ill/having a temperature.

Licensing Rules Relevant to the Complaint:

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

109.10 Center shall establish health policies, including criteria for excluding a sick child. Policies shall be consistent with the recommendations of the National Health and Safety Performance Standards.

109.10(11) Smoking and use of tobacco products shall be prohibited in the center and every vehicle used to transport children. Prohibited in outdoor play area during hours of operation. Nonsmoking signs shall be posted at every entrance and in every vehicle used to transport. Signs shall include:<ol type="a">Telephone number for reporting complaints.Internet address to DPH.

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.

109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.

109.12(5)b Infants diapered in a sanitary manner as needed in central diapering area.One changing table for every 15 infants/toddlers needing diaper changes.Diapering, sanitation, and handwashing procedures posted and implemented in central diapering area.

Inspection Findings:

An unannounced visit was made to the center on 5/23/24. This worker met with the director, on-site supervisor, and several staff. This worker observed classrooms, ProCare, paperwork and other pertinent information.

The director has a strong pattern of self-reporting any concerns that may arise at the child care center. This HHS licensing consultant was aware of most of these concerns and was assisting the director on ideas to resolve the concerns.

109.11(3)a Center shall ensure that: (1) Facility and premises are sanitary, safe, and hazard free. VIOLATED.
-Bottle warmers are warming bottles too much. The director shared: “A teacher made an allegation against a classroom she doesn’t like. Her sister (also a teacher here) took the bottle out of the warmer and said it was hot enough to leave a red mark on her wrist after testing it but put it under cool water and fed it when it was cooled down. Bottles are being tested to make sure they aren’t running too hot. We bought more thermometers to use strictly for testing bottle temps.”
-This worker went into each infant room to check the temperature of the bottle warmers. They were within normal range during my visit; however, staff did share that they tend to get too hot. This worker recommended that the center follow Caring for Our Children Guidance or CACFP Guidelines. Per CACFP Guidelines, “Bottles can be served cold from the refrigerator and do not have to be warmed. However, if you choose to warm the bottles, hold the bottle under warm (not hot) running water or place it in a bowl of warm water immediately before serving. Do not heat in a microwave. Microwaving can destroy important nutrients in the breastmilk and cause hot spots, which can burn the baby. If the bottle was warmed, make sure the breastmilk or infant formula is not too hot before feeding the baby.”
-A dog defecated on the rug, and it was not cleaned up prior to parent’s arrival. The director shared, “The rug had something on it, but we weren’t sure that it was dog feces. The teachers cleaned the room before opening it to families. The rug was replaced with a new one same day to ensure cleanliness. No child came in contact with feces of any kind.”

109.8(2) Ratio maintained in center as required by age. NOT VIOLATED.
-Infant room out of ratio 9 infants to 1 staff. The director shared, “We are over staffed. We have had correct ratio of 1:4. Lately ratio has been 1:3. CCRR was out recently and confirmed teachers maintain and know their ratios.”
-CCR&R and HHS both have completed unannounced visits recently. Each time the center was over staffed.

109.10(11) Smoking and use of tobacco products shall be prohibited in the center and every vehicle used to transport children. Prohibited in outdoor play area during hours of operation. VIOLATED.
-Staff were vaping on site and had vapes at the center.
-The director shared that any staff member caught vaping or having a vape at the center is terminated after consulting with Human Resources.
-The director will review the center’s policy on nicotine/vaping with all center staff. Staff will initial and this will be placed in the employee’s file.

109.12(5)b Infants diapered in a sanitary manner as needed in central diapering area. NOT VIOLATED.
-Dreamers 1 staff are not changing diapers.
-This worker reviewed ProCare. Diapers are changed as needed per documentation.

109.12(2) b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. NOT VIOLATED.
-Staff threatened to go get a spider if they did not behave.
-The director shared that she immediately talked with the staff. Staff stated that she never threatened the children. They were reading a book about spiders. The employee is no longer working at the center for other reasons.

109.10 Center shall establish health policies, including criteria for excluding a sick child. Policies shall be consistent with the recommendations of the National Health and Safety Performance Standards. NOT VIOLATED.
-Center consistently sends children home for having a fevers/being sick. Concerns that the thermometers are inaccurate since they test several times.
-The director shared, “Our policy was any child in a resting state with a temperature 100.4 degrees or higher will be sent home. We are required to take the child’s temperature several times to ensure accuracy regardless of device. And have changed our policy to 101 two years and older to reflect the public heath change in Feb 2024. We check again after 20-30 min and at the hour mark if they are still at the center. We have new thermometers per parent request. The child in question did have an infection after visiting the doctor.”
-The center is following guidance from Iowa HHS: https://hhs.iowa.gov/media/2819/download?inline=

Special Notes and Action Required:

-The director will share bottle warming information with all staff: https://nrckids.org/CFOC/Database/4.3.1.3 or https://fnsprod.azureedge.us/sites/default/files/resource-files/FI_Ch4_HandleandStore.pdf
-The center director will share information on vaping in the breakroom: https://store.samhsa.gov/resources?f%5B0%5D=substances%3A1096 and https://digitalmedia.hhs.gov/tobacco/print_materials/search?locale=en
-The center director will share information on mental health and substance abuse prevention in the breakroom: https://johnsoncountyiowa.gov/sites/default/files/2021-05/Mental%20Health%20and%20Substance%20Abuse%202021.pdf

Consultant's Signature:

Heidi Brown

Date:

06-18-2024