

## CHILD CARE CENTER COMPLAINT

|                             |                                 |                             |                                |                     |       |
|-----------------------------|---------------------------------|-----------------------------|--------------------------------|---------------------|-------|
| <b>Name of Center:</b>      | A Mothers Love Childcare Center | <b>Enrollment:</b>          | 45                             | <b>License ID:</b>  | 50777 |
| <b>Street:</b>              | 5821 C St SW                    | <b>City:</b>                | Cedar Rapids                   | <b>IA Zip Code:</b> | 52404 |
| <b>County:</b>              | Linn                            |                             |                                |                     |       |
| <b>Mailing Address:</b>     | 5821 C St SW                    |                             |                                |                     |       |
| <b>Mailing City:</b>        | Cedar Rapids                    | <b>IA Zip Code:</b>         | 52404                          |                     |       |
| <b>Director's Name:</b>     | Elease Jones                    | <b>Center Phone Number:</b> | 319-382-8600                   |                     |       |
| <b>On-Site Supervisors:</b> | Elease Jones                    | <b>E-Mail Address:</b>      | eleasejones@amotherslovesw.com |                     |       |

**Date of Complaint:** 09-02-2024**Date of Visit:** 09-09-2024☐ Scheduled ☒ Unannounced ☐ NA☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found**RECOMMENDATION FOR LICENSE**☒ 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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

On 9/2/2024, a complainant reported a 3yo child got through an outdoor playground fence gate and into the parking lot. The complainant also reported the center has broken equipment, improperly feeds infants, does not follow safe sleep practices, does not send ill children home, has insufficient bathroom lighting due to a timer, mixes age groups of children, and has children with behaviors that are not being addressed.

**Licensing Rules Relevant to the Complaint:**

109.6(2) Director or on-site supervisor on-site during the hours of operation or a minimum of six hours of center's hours of operation. <br>

Information on on-site supervisor's qualifications is submitted to the consultant prior to employment and is sufficient to make a determination. <br>

On-site supervisor meets qualifications or is "qualifiable" with a plan established to meet qualifications.

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:**

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On 9/9/2024, licensing conducted an unannounced visit to A Mother's Love Childcare Center. The following has been determined:

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- Information gathered indicated a child did squeeze through an outdoor playground fence gate and moved towards the parking lot. Management discussed how this was a one time incident and staff did retrieve the child. Management talked about how all staff have been retrained on outdoor playground supervision as well as how to properly secure the playground fence gates. Licensing and management discussed the current use of a bike padlock system as well as other possible solutions including using a D-Ring system on each fence gate. Also talked about was checking with the fire marshal as to any items used on outdoor fence gates to ensure it meets fire code.

- On 9/9/2024, licensing perused all classrooms. Each classroom was observed to be in ratio. Each classroom was found to have child supplies in good repair. When asked, staff talked about the process of notifying management of damages and removing any damaged materials from the classrooms.

- On 9/0/2024, licensing observed several window screens were found to be damaged or missing. Licensing and management discussed ensuring windows with damaged or missing screens remain closed and secured. An area of the outdoor playground which the school-age children sometimes access has a damaged, collapsed fence gate. Remedy. The restroom enclosed in the indoor large gross motor room needs attention (e.g. toys in the toilet, damaged flooring, debris, sippy cup on the floor) and shall not be blocked by a book shelf. If a restroom is not properly functioning, secure the door and post signage as to "out of order". The side of the building in which the indoor large gross motor room is located has several rooms used as storage, containing clutter, and so on. Licensing and management discussed how the doors to these rooms shall remain secured at all times.

- Information gathered indicated there has been illness in the center including colds and strep throat. Each staff interviewed and management discussed policies and procedures for reporting illness as well as sending ill children home. Staff and management both acknowledged how parents sometimes get upset with them for sending their children home.

- On 9/9/2024, licensing observed feeding practices in the young infant and older infant rooms. Licensing observed several partially filled bottles in both rooms. Each staff interviewed reported they continue to offer the bottle for 1 hour before disposing of the leftover contents. Licensing observed no bottle propping. Each staff interviewed denied bottle propping and placing an infant in a crib with a bottle.

- On 9/9/2024, licensing observed infant sleep practices in the young infant and older infant rooms. Licensing observed one young infant to be swaddled in a crib. Licensing, staff and management discussed how infants are not to be swaddled unless there is a documented medical reason with specific instructions as to swaddling. Staff immediately tended to the infant removing the swaddle. Each staff interviewed reporting always placing infants on their back in the crib. Licensing did not observe any infant sleeping in an infant container or device for nap. Each staff interviewed denied doing this.

- On 9/9/2024, licensing observed no restroom to have lighting on a timer. The hallway school-age child restroom does use motion sensor lighting which remains on for over 5 minutes at a time. Licensing and management discussed how staff are to accompany every child to and from the restroom area or position themselves in a manner to be able to see and hear children coming and going from the restroom. Licensing and management talked about how if the motion sensor light turns off, staff shall be right there to assist and intervene.

- Management discussed having some enrolled children with behaviors. Management talked about how the AEA has been coming to the center and providing supports. Management also reported having an upcoming scheduled all staff training with AEA to come to the center and provide strategies for behavior management.

- Management indicated they believe this complaint came from a former staff who expressed unhappiness after being recently terminated.

109.6(2) Director or on-site supervisor on-site during the hours of operation or a minimum of six hours of center's hours of operation. **RULE VIOLATED.**

- Owner and combined director/on-site supervisor Elise Jones was not physically present during the complaint visit. Ms. Jones was available by telephone and indicated she is out of state traveling back and forth periodically to check on the center. Every center is required to have a qualified director. If the director is away, the center is required to have a qualified on-site supervisor. There are no other persons who have submitted credentials to licensing for review of the director or on-site supervisor role.

**Special Notes and Action Required:**

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On 9/10/2024, licensing sent an email to Ms. Jones (e.g. Director Qualifications form, On-Site Supervisor Qualifications Form, ipower instructions).

Within 15 days of receipt of this report, a written response is required.

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\*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

\*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHHS Licensing Consultant to inquire.

**Consultant's Signature:**

Amy Lyons

**Date:**

09-09-2024