Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Legacy Littles Christian Early Learning Center **Enrollment:** 16 **License ID:** 50781

Street: 620 W 5th ST **City:** Waterloo **IA** **Zip Code:** 50702 **County:** Black Hawk

Mailing Address: 620 W 5th ST

Mailing City: Waterloo **IA** **Zip Code:** 50702

Director's Name: Chassidi Martin **Center Phone Number:** 319-595-1097

On-Site Supervisors: Chassidi Martin **E-Mail Address:** chassidi@rlcawaterloo.org

Date of Complaint: 08-23-2024 **Date of Visit:** 08-29-2024

[ ] 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:

On 08/23/24 a concern was reported regarding Legacy Littles Christian Early Learning Center in Waterloo. It is reported that children are left alone in the center with no staff member present for up to twenty minutes at a time. This has occurred more than once. Children run up and down the stairs and have free reign of the space. On one occasion there were no staff around and a child almost opened the door for someone who was knocking. Children have been seem eating off the floor.

Licensing Rules Relevant to the Complaint:

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.10(16)b Any person who does not have a record check completed shall not have unrestricted access to children for whom that person is not a parent, guardian, or custodian.

Inspection Findings:

On 08/26/24 I made a collateral contact with the informant. The informant stated a child was witnessed playing in water from a spilled mop bucket. Children were seen eating off the floor. On 08/23/24 the informant was in the room and staff members left and were out of the room for 22 minutes. A child almost opened the door to an unknown person during this time. One child left in a poopy diaper for an hour. Children seem to have free reign of the center. Children are in the office with Cole V. and there are unsafe items in there. Cole was on his phone and the computer and not supervising the children. There was no communication between staff members.

On 08/29/24 I made an unannounced visit to Legacy Littles Christian Early Learning Center in Waterloo. I met with Chassidi Martin, the director. I also met with Cole V., an employee. Ms. Martin states she does not know anything about the allegations. No one has brought concerns to her attention. She states there was a parent who was upset that Cole was mopping one day, but Ms. Martin was with the children.

Cole states he cannot think of any time children were left alone. He states there have been times when he will bring one or two children into his office. He has toys in there for them. Cole states he opens in the morning and then the assistants arrive around 9:00 am and he transitions to the office. Cole states they have new staff members and he wonders if they do not know that they cannot leave the children with adults who are not staff members. He states he does not know anything about children playing in mop water or eating off the floor. They have one child who puts everything in his mouth and they always have to check on him.

Cole states he will make sure all staff members know they cannot leave the children with adults who are not staff members. Ms. Martin states they will make a copy of the handbook section of supervision and train the staff members on this today.

On 08/30/24 I received this email message from Chassidi Martin, the director.

“Thank you for your visit yesterday, and the concerns you brought up per the report that was made. As we discussed, we reviewed our safety procedure with staff members yesterday, especially our section on child supervision, and had our staff sign and date this document acknowledging receipt and understanding. Our new staff members are now fully cognizant of our expectations regarding constant adult supervision for all children moving forward. I have copied the section from our employee handbook that all staff have received and we reviewed yesterday.”

(6.12) Safety

Royal Legacy is committed to providing a safe, friendly, Christ-centered work environment for all employees. Every employee must practice safety awareness by thinking defensively, anticipating unsafe situations, and reporting unsafe conditions immediately. Good housekeeping is an important part of maintaining a safe workplace.

Each employee is expected to obey safety rules and to exercise caution in all work activities. You must immediately report any unsafe condition to the administration. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination.

(6.12a) Childcare Program Supervision

Never under any circumstances should a child be left unsupervised by a trained and authorized childcare worker. Unless an adult has been officially vetted with the required trainings and background checks, and have been identified as staff or qualified volunteers, they should not be left alone with children. Any employee that does not provide constant supervision at all times with the children in their care, will be subject to disciplinary action including possible termination.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with administration.

You should familiarize yourself with the location of fire extinguishers, first aid kits and emergency exit in the school. Full and active support by each employee is essential to the achievement of safe practices.

Fire, tornado, and intruder drills will be implemented for safety and preparedness (monthly for childcare program). The building designee will communicate pre planned drills. During both pre planned and unplanned drills, the expectation is for all safety protocols to be followed.

Special Notes and Action Required:

109.10 (16)a, b Supervision. The center director and on-site supervisor shall ensure that each staff member, substitute, or volunteer knows the number and names of children assigned to that staff member, substitute, or volunteer for care. Assigned staff, substitutes, and volunteers shall provide careful supervision. Any person who does not have a record check completed shall not have unrestricted access to children for whom that person is not a parent, guardian, or custodian. VIOLATED. The informant is credible and I believe staff members did leave the room once this adult was in the room. It maybe they did not know the children could not be left alone with adults who are not staff members. They have since been trained on the program's policy for supervision. I do not believe this will occur again with these staff members. I believe this was a learning situation. Ms. Martin and Cole V. took the report serious and took immediate steps to make corrections.

Currently, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:

Rebecca Frost

Date:

09-26-2024