

CHILD CARE CENTER COMPLAINT

Name of Center: Birdie's Nest Child Care Center	Enrollment: 48	License ID: 47901
Street: 2623 W Central Park Ave	City: Davenport	IA Zip Code: 52804
County: Scott		
Mailing Address: 2623 W Central Park Ave		
Mailing City: Davenport	IA Zip Code: 52804	
Director's Name: NaRhea Salzbrenner	Center Phone Number: 563-340-1818	
On-Site Supervisors: Virgie Croxton	E-Mail Address: birdiesnestccc@gmail.com	

Date of Complaint: 06-21-2017 **Date of Visit:** 06-23-2017

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

REVOCAION 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:

- * There is no shade in play yard
- * Lead teachers leave rooms out of ratio
- * Toddler room is a free for all with no structure
- * 2/3 is never in ratio due to having 2-3 one in a half year olds. They make the rooms ratio groups 1-6, 1-5, 1-4 (the 1-4 has a mixture of 2 year olds and 1 1/2 year olds)
- *The toddler fails to do a lesson plan or sign language
- * Biting is a reoccurring problem at this daycare due to "the bitters" being a relation to the owner and staff members.
- * The fence in the play yard is unsafe with nails sticking out and piece of wood falling off, a wrench strap holding one part of the fence up
- * There is no grass in play yard and there is also tree limbs sticking out of the ground.
- *The shed connected to the play yard has piece of metal sticking up.
- * There is an electrical Circuit coming out of the ground connecting with the shed.
- * Age groups mix outside in play yard throwing ratio.
- * Cubbies are not nailed into walls and children can pull them down.
- * Cubbies are missing backs to them
- * Cots are not 2-3 feet apart during nap time
- * Blankets and pillows are brought from home and not washed at the daycare or reinforced to talk home and wash them
- * Cellphones are abused and child go neglected.

Licensing Rules Relevant to the Complaint:

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

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

CHILD CARE CENTER COMPLAINT

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(1) Program structure that uses developmentally appropriate practices and written program of activities planned to the developmental needs of children served. Program complements but does not duplicate school curriculum. Schedule of program is posted in a place visible to parents.

Inspection Findings:

An unannounced visit was completed at the center on 6/23/17 to discuss the reported concerns. The center owner/director, NaRhea Salzbrenner, and other staff were spoken to regarding the concerns. A walk through of the center and outdoor area was also completed. NaRhea stated she recently terminated a disgruntled staff person due to very poor attendance and various other concerns. The individual was still within the first 30 days of employment.

NaRhea and other staff denied that there had been any ratio concerns at the center. NaRhea was able to verbalize a good understanding of ratio expectations for mixed groups of children. NaRhea stated the individual that she felt has contacted DHS was never able to understand ratio requirements even though she attempted to explain them several times.

All program rooms displayed current activity plans at the time of the visit. NaRhea showed a binder that she maintains the previous lesson plans. NaRhea stated she is frequently in and out of all of the program rooms and feels confident staff are doing what in on the lesson plans with the children. NaRhea stated she feels the toddler room is a strong room with a lot of structure and staff who work well with the children. The staff in the room were observed to be highly engaged with the children and no chaos was observed at the time of this visit.

NaRhea stated she has not had concerns with regard to cubbies being topple hazards or any concerns with cubbies "missing the backs to them". There were no concerns noted for the cubbie/shelving arrangements in the rooms at the time of the visit.

It was not nap time at the time of this visit, but NaRhea stated an understanding of spacing requirements and stated cots have been spaced two to three feet apart in the rooms when she has checked on this. She stated she would continue to monitor spacing requirements.

NaRhea stated the children do not have pillows for nap time at the center. She stated they do have a washer and dryer at the center, and they do wash the center bedding here. She stated it is still the policy for the parents to wash blankets from home weekly, however, she stated she has told the staff that they will wash items here at the center if the parent does not take it home. NaRhea stated she was unaware of any concerns that parents had not been washing blankets. NaRhea stated to avoid any further concerns with this she plans to begin washing all bedding at the center moving forward.

NaRhea stated she has not had concerns with staff and their cell phones at the center. She stated she does allow the staff to have their cell phones in the room, and the lead staff do text her when they need something. She stated she has not heard from any of the staff of concerns with this. She again stated that she is randomly in and out of all of the rooms and has not observed staff to be on their phones. She stated she would continue to monitor this and address any concerns if they arise. The staff were observed to be highly engaged with the children in all of the program rooms at the time of this visit.

NaRhea acknowledged that they have been having some problems with biting incidents in the toddler room. She stated her own son is in that room as well as another family member. NaRhea stated they have handled all incidents of biting the same regardless if it was her own child or family member. NaRhea outlined their policy for handling incidents of biting and it appears to meet the guidelines for DHS rules. NaRhea stated she would be willing to work with the CCRR for further consultation regarding this concern.

The following observations were made for reported concerns for the outdoor area:

There appears to be adequate shade provided to the area by the large shed that makes up one long side of the area as well as trees that are behind and to the other side of the area.

There were some concerns identified for the wood fencing around the area. It was noted that the back gate needs to be extended at the bottom to prevent any possibility of accidental escape or entrapment hazards. A couple of nails/screws were observed to be protruding a bit from the fence that will need to be cut or shaved off. It was unclear what the strap attached to part of the fence is for, however, this did not appear to present any hazard. It was noted that one of the lower frame boards in one area is broken and jagged and needs to be repaired.

CHILD CARE CENTER COMPLAINT

The area is lacking of grass, however, the director stated they did have sod in the area, but the sod did not take. The lack of grass is not a safety hazard. She stated she is currently looking into putting wood chips on a portion of the area and then cement on another part of the area. It was noted that there was one small/thin tree branch/stump that is protruding from the ground in the corner near the fence. It was also noted that the area does currently include climbing structures that have no fall surfacing installed. These items were not present at the time of the last visit.

In regards to the conduit and electrical box (covered), it is present and does run along an area of the shed that makes up one side of the outdoor area. NaRhea stated she had an electrician check this prior to licensing and was told that there is no power to this box or conduit. Of more of a concern with this is the possible trip hazard that results from where the conduit goes into the ground in this area.

Additionally, there is the stump of a conduit pipe that is also exposed in this area which could result in a potential hazard if a child were to fall onto this pipe. NaRhea noted that she had purposely placed the children's picnic table in this area to sort of cover these items and so children would not be able to run in this area. NaRhea stated she plans to contact the landlord for the shed to see if this can just be removed from the side of the building and to see what remedy can be made for the pipe that protrudes from the ground.

There did not appear to be hazards related to metal sticking up from the shed, however, the cement slabs that were seen on the ground near the shed and fence are concerning and should be removed.

Special Notes and Action Required:

The center is cited with regard to safety hazards in the outdoor area, most specifically the presence of climbing equipment without adequate fall surfacing, however, it is noted that the center has since sectioned this equipment off temporarily so that it is not accessible to the children. The small tree stump/branch that is sticking up near the corner of the fence needs to be removed. The cement pieces/chunks should be removed from the area. The center indicates that they plan to place the children's picnic table directly over the conduit piece so that it is not accessible to the children as a trip hazard. It is noted that the center has already contacted the child care nurse consultant in regards to possible safety hazards and for planning changes to the outdoor area. The center should continue to work with the nurse consultant throughout this process.

The center should follow up with the CCRR consultant in regards to the incidents of biting and request observations and consultation. The center should keep documentation on file in regards to work with CCRR on this issue for their own records and in case questions arise in the future.

Consultant's Signature:

Heidi Hungate, MSW

Date:

06-28-2017