Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Iowa's Child Early Learning Community **Enrollment:** 205 **License ID:** 50547

Street: 135 E Douglas Ave **City:** Des Moines **IA** **Zip Code:** 50313 **County:** Polk

Mailing Address: 135 E Douglas Ave

Mailing City: Des Moines **IA** **Zip Code:** 50313

Director's Name: Tracey Bolin **Center Phone Number:** 515-282-1729

On-Site Supervisors: Wilma Brown **E-Mail Address:** iowaschildearlylearning@gmail.com

Date of Complaint: 10-27-2022 **Date of Visit:** 10-31-2022

[ ] 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:

It was alleged that on 10/26/22, a three year old child was injured on the playground. It was alleged that no staff were on the playground so they were not supervising children.

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.

Inspection Findings:

On 10/31/22, this consultant and DHS worker Darla Brown made an unannounced visit to the center and explained the reported concerns to Tracey and Blaine Bolin.

Tracey and Blaine stated children were not unsupervised on the playground. Blaine later provided video surveillance to DHS and the video was reviewed. Staff can clearly be seen on the video spaced out on the playground. The child was injured and/or got wood chips in his eye at some point on the playground and it appeared just prior to the parent picking the child up. However, there is not sufficient evidence to say the child was injured as a result of staff not providing supervision. Based on this incident alone, the center is FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 109.10(16)A AS IT PERTAINS TO SUPERVISION.

However, on 10/31/22 when DHS worker Darla and this consultant observed the three year old classroom, there were initially 11 children and one staff member present. This would put the center out of ratio as ratio for three year old children is one staff to every 10 children. The male staff in the classroom stated his co-worker took a few children to the restroom. When the female coworker came back into the classroom, this consultant questioned her how many children were present total. The female staff member started to point and count children as she did not know the number of children present. The female staff person also stated the three year old room was usually the room she worked in and she didn't know what ratios were for three year old children. Because the center was out of ratio initially when this room was observed and because the female staff person did not know the names or number of children present, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATIONS 109.8(2) AS IT PERTAINS TO RATIO AND 109.10(16)A AS IT PERTAINS TO SUPERVISION.

Special Notes and Action Required:

No further action is being requested of the center at this time other than management making sure staff know what ratio requirements are. Also, if staff do not know ratio requirements, they should be asking management prior to working in a particular classroom.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email nkneppe@dhs.state.ia.us so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.
*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHS Licensing Consultant to inquire.

Consultant's Signature:

Nathan Knepper

Date:

11-29-2022