Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Holy Ghost Early Childhood **Enrollment:** 174 **License ID:** 18745

Street: 2981 Central Ave **City:** Dubuque **IA** **Zip Code:** 52001 **County:** Dubuque

Mailing Address: 2981 Central Ave

Mailing City: Dubuque **IA** **Zip Code:** 52001

Director's Name: Anita Valentine **Center Phone Number:** 563-582-2578

On-Site Supervisors: **E-Mail Address:** avalentine@holyfamily.dbq.pvt.k12.ia.us

Date of Complaint: 01-25-2023 **Date of Visit:** 02-01-2023

[ ] 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 is alleged that on 12/7/22 the center failed to notify the parent of a four year old child that the child had hit the child's head while at the center. The child had vomited the same day, and the parent was only notified of the vomiting. The child stayed home on 12/8/22 and did not vomit that day. It is alleged the child returned to the center on 12/9/22, and the parent received a call from the center stating the child had fainted while at the center that day. The parent was told about the incident on 12/7/22 at the time of picking up the child on 12/9/22. The child was taken to emergency room where it was determined the child had a concussion from hitting the child's head on 12/7/22.

A previous incident occurred when the child's coat was observed to have blood on it. The parent was provided an incident report the following day stating the child had a bloody nose.

Licensing Rules Relevant to the Complaint:

109.10(10) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes:Minor injuries.Minor changes in health status.Minor behavioral concerns.Incidents resulting in injury to a child.Shall be verbally notified immediately when there is:A serious injury to a child.An incident resulting in significant change in health status.An incident includes child being involved in inappropriate, sexually acting out behavior.A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file.Serious injuries and deaths must be reported to the Department within 24 hours.

Inspection Findings:

The licensing consultant and DHS worker Jamie Bahl visited the center on 2/1/23 to discuss the reported concerns with the center director, Anita Valentine, and several other staff. It is noted that DHS Bahl has also spoken with the child and family.

109.10(10) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes: Minor injuries. Minor changes in health status. Minor behavioral concerns. Incidents resulting in injury to a child. Shall be verbally notified immediately when there is: A serious injury to a child. An incident resulting in significant change in health status. An incident includes child being involved in inappropriate, sexually acting out behavior. A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file. Serious injuries and deaths must be reported to the Department within 24 hours. VIOLATED.

Anita was familiar with the incident described above. Anita stated there had been a recent dispute between the parent and the center over an outstanding bill, and the parent threatened to call HHS. Anita stated that she was not present when the incident occurred, however, on 12/7/22 the child bumped the child's eyebrow area into the bathroom stall. Anita stated the child had a slight red mark (no laceration or bleeding) from the incident and appeared to be fine otherwise. Anita stated it was later in the day that the child vomited, and the parent was called to pick up the child. Anita stated the center has had a number of illnesses going through the center, so they did not think the vomiting had anything to do with the earlier incident. Anita stated she was not sure if the parent saw the written incident report on 12/7/22, but she is sure the parent knew about the incident because the parent asked the child about the mark on the eyebrow at pick up that day. Anita stated the child was checked out of the center at 4:10pm on 12/7/22. Anita stated the parent was provided the written incident report on 12/8/22, the parent initially dated the parent's signature with 12/7/22, and then on 12/9/22 changed that signature date to 12/9/22. Anita stated the child never fainted at the center. Anita stated the parent was called to pick up the child on 12/9/22 because the child still was not feeling well that day. Anita stated, again, the center did not think the child not feeling well had anything to do with the 12/7/22 incident.

Staff Kelsey G., lead prek teacher, witnessed the incident on 12/7/22 along with staff Reese B. Kelsey stated the injury happened around 2pm. She described the injury the same as noted above. Kelsey stated she took the child downstairs to get an ice pack, and the child had already settled down by that time. Kelsey stated the child returned to the room, had snack, looked at books, and participated in activities. Kelsey stated she leaves the center before the child is picked up in the afternoon, and she did not speak to the parent about the incident. Kelsey denied any knowledge of the child fainting at the center.

Staff Brooke is the assistant director. Brooke stated she was the staff who called the parent on 12/7/22 to notify that the child had vomited and needed to be picked up. Brooke denied any knowledge of the child fainting at the center.

Staff Jayden stated she usually has the child in the mornings and did not recall anything of concern for the child on 12/9/22.

DHS Bahl spoke with staff Shelby. Shelby stated she was the one who spoke to the child's parent at pick up and told the parent that the child had thrown up on 12/7/22. Shelby stated she was not aware of the incident earlier in the day.

Incident reports were reviewed:

The 12/7/22 incident report is written by staff Reese. The incident report appears to be dated "12/9/22" next to the parent signature, but it is noted in the margin that the parent changed the date from a seven to a nine.

There is an incident report dated 11/10/22 for the child sustaining a nose bleed after falling and bumping the child's nose. The parent signature date on this report is 11/11/22, and it is not otherwise indicated on the form that the parent had been notified of the incident on 11/10/22.

The center is cited with regard to incident reporting. It is unclear whether or not the parent was told about the specific incident of the child hitting the child's eyebrow on the bathroom stall on 12/7/22. The center director states that the parent was not given the written incident report for that incident until the following day, 12/8/22. The staff who was with the child when the child was picked up on 12/7/22 stated she was not aware of the incident that happened earlier that day. For the incident that occurred on 11/10/22, it does not appear that the parent was notified until 11/11/22.

Special Notes and Action Required:

The center needs to review the regulations for incident reporting and ensure they are in compliance moving forward. The center also needs to review their internal communication policies and procedures. In this example, it appears that because the child moves from child care to prek and then back to child care while the child is at the center, there was a lapse in communication between staff regarding the incident that occurred, and the incident was then not communicated to the parent. The center may also consider making it their policy to notify a parent immediately of any incident that involves any injury to a child's head or face. Verbal notification of parent(s) should be documented on the written incident report as well as to who was notified, which staff notified, and what date/time the notification took place.

Consultant's Signature:

Heidi Hungate

Date:

02-17-2023