Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: The Village Early Childhood Center **Enrollment:** 100 **License ID:** 25749

Street: 2500 College DR **City:** Osceola **IA** **Zip Code:** 50213 **County:** Clarke

Mailing Address: 2500 College DR

Mailing City: Osceola **IA** **Zip Code:** 50213

Director's Name: Crystal Hansen **Center Phone Number:** 641-342-1421

On-Site Supervisors: Stacey Bowers and Laura Redford **E-Mail Address:** thevillageecc@gmail.com

Date of Complaint: 03-14-2023 **Date of Visit:** 03-14-2023

[ ] 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:

Mary LNU (day care center staff) put her foot out to stop a child (age 2) from running on 3/9/23 and caused the child to trip. As a result, she had a bump on her head and a broken humerus and clavicle.

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.

Inspection Findings:

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The determination of this report was based on center documentation including review of video footage of the incident and the child throughout the day, as well as staff training requirements, incident reports and staff and child observations/interviews performed by other DHS personnel and Osceola Police Department. DHS personnel and the Osceola Police Department made two visits to the center. Video footage of the classroom was observed by DHS and OPD and copies of the video were taken. Text messages between mother of the child and the Director were submitted to the OPD and DHS.

Incident reports written by both staff in the room indicating staff Mary attempted to stop the child from running by putting her leg in front of the child. DHS and OPD viewed the video of the incident. Mary J. appeared to stick her leg and arm out as the child was running causing the child to fall. Mary J. has been employed with the center for two months. The center insured the employee had taken the required Essentials training (12 hours) and Passport to Early Childhood Education and other trainings not required prior to the incident. Required National fingerprints and Iowa SING checks were present.

Kimberly S. was present when the incident occurred and she was interviewed by the OPD and DHS. Both staff indicated the child sustained a bump on the head and was given an ice pack and tyelnol after parents were called about the incident. Staff did not notice throughout the day the child had other injuries.

The incident report was completed the date of the visit and a parent signed it the date of the incident on 3/9/23. The center was later informed the child had broken bones.

1. 109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. Staff had many training opportunities to access regarding classroom set up, curriculum, interactions and interventions, yet she did not choose to implement these strategies to intervene in a child running in the classroom. Staff did not provide careful supervision when she attempted to stop a child from running by using her leg/foot to slow the child down. The child consequently fell and sustained a bump on the head. It was later learned the child sustained a broken clavicle and humerus. VIOLATION

Special Notes and Action Required:

The staff is currently not supervising children in the center.

The center Director stated the center is currently engaged with the following resources, "We work very closely with our Child Care Resource and Referral consultant. We are normally in weekly contact with any issues or concerns we may have. We also try to set up monthly visits as well. Our consultant was last here for a full visit on February 14th and was here on March 2nd for a quick visit.
We have a Thrive team that consists of 3 people who are therapist, child therapists, and previous center directors. They visit bi-weekly and spend time in the classrooms talking with the staff on any concerns, behaviors, or issues. They then help the teachers with those issues and speak with me on how to help. They also do 1-on-1 consultations with them to talk about stress and burnout. They help with personal and work matters. They are available to our staff 24/7. We love being a part of this program because it has really helped our staff and children with mental health, stress, and burnout. This is provided by ECI.
We have Stacey who is our curriculum coordinator/lead on-site/and Preschool teacher. Part of her job is helping the classrooms with schedules and routines. She goes into them and works with them on any struggles they may have with the children, classroom management, curriculum, co-workers, etc.
We have met with our Child Care nurse consultant twice in the last couple of months. We have also been through the health and safety inspection with them for Head Start's IQ4K.
We have monthly lead meetings where we meet with the leads and check in on how things are going. We work together if a room has an issue. We give them goals to work on. We go over room evaluations with them.
We have monthly staff meetings where we meet with all the staff and go over anything that is necessary and do team building activities.
Our board meets monthly so if there is anything that they need to be involved with they are available.
We have a board member that is on site twice a week and another board member that is available for the staff 24/7. She also checks in on the classrooms as well weekly.
All classrooms have a sheet that states the steps to take when they have an issue that they can't solve on their own. We want to make sure they know how to properly handle situations.
We have lots of staff professional development. All staff have at least monthly trainings and sometimes 3 to 4 trainings a month.
We are lucky to have more staff than we need to meet ratios. We use these staff to continue with professional development and use them as extras in the classrooms. Our 2-year-old room has an extra staff everyday since they have some children that are very hyper active. We try to be proactive and make sure that the support is there.
The local ECI board meets at our center for their meetings and is involved with us monthly.
I meet with a 1st finance consultant at least monthly and sometimes more. We talk about policies and procedures, staff handbooks, new staff orientation, and much more.
We have people from the community constantly in our center volunteering their time with our children.
We work closely with the local AEA and they are at our center multiple times a month in our classrooms observing children.
I am a mentor to other center Directors."

IHHS recommends the center continue to collaborate with all available resources including CCR&R and IDPH CCNC. Consultant Greenough has agreed to work with the center on curriculum and environment of the rooms. Trainings are available to staff on PBIS, room environment, active supervision, etc..

Consultant's Signature:

Jill Seibert

Date:

04-10-2023