Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Eldridge Preschool and Childcare **Enrollment:** 178 **License ID:** 25244

Street: 2150 E LeClaire RD Suite B **City:** Eldridge **IA** **Zip Code:** 52748 **County:** Scott

Mailing Address: 2150 E LeClaire RD Suite B

Mailing City: Eldridge **IA** **Zip Code:** 52748

Director's Name: Natalie Kruse/Alisa Haedt **Center Phone Number:** 563-343-6348

On-Site Supervisors: **E-Mail Address:** natalie.kruse@northscott.org

Date of Complaint: 10-03-2023 **Date of Visit:** 10-11-2023

[ ] 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 staff Brynn W. and Payton L. shared the name of and information about a child with another parent outside of the center.

Licensing Rules Relevant to the Complaint:

237A.7 Information regarding a child in a child care center or their relative is confidential. If this information is released by visual, verbal or written means, written consent from the parent or guardian is in the file or a court order allowing the release of the information.

Inspection Findings:

The center was visited unannounced by the licensing consultant on 10/11/23 to discuss the reported concerns with both center directors, Natalie Kruse and Alisa Haedt.

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Natalie confirmed that staff Brynn W. did speak about one of the children to another parent outside of the center which is against the center's policy. Natalie stated Brynn was given discipline per the center's discipline policy. Natalie stated she had not had any concerns with Brynn prior to this incident. Natalie and Alisa described recent incidents involving a couple of children and/or their parent(s) at the center. Natalie stated the parent(s) have also been inappropriate with her and/or at the center in the presence of other staff and children. Natalie stated she felt the situation has become untenable, and she made the decision to discharge both children from the center. Natalie stated she felt this is what led to this complaint.

Special Notes and Action Required:

Natalie stated the staff person has already been disciplined. Natalie stated they talked with all staff about confidentiality after learning of the incident and again at the staff meeting they held on 10/10/23. There is no further action required of the center at this time.

Consultant's Signature:

Heidi Hungate

Date:

10-23-2023