

CHILD CARE CENTER COMPLAINT

Name of Center:	Yellow Brick Road ECDC - Down Town	Enrollment:	102	License ID:	51819
Street:	756 9th ST	City:	Des Moines	IA Zip Code:	50309
County:	Polk				
Mailing Address:	756 9th ST				
Mailing City:	Des Moines	IA Zip Code:	50309		
Director's Name:	Haley Greenfield	Center Phone Number:	515-285-2256		
On-Site Supervisors:	E-Mail Address:		haley.greenfield@ybrecdc.org kacie.harms@ybrecdc.org		

Date of Complaint: 08-28-2024**Date of Visit:** 09-04-2024☐ 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☐ REVOCATION of License**Complaint Details:**Did this complaint result in a serious injury? ☐ Yes ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

It is alleged that staff were not supervising an infant and allowed him to scratch at his head to the point it was bleeding and needed medical attention.

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:

CHILD CARE CENTER COMPLAINT

8/30/24 Collaboration with HHS Ballard.

9/4/24 Visit to the center. Met with Haley Greenfield, director, and Kacie Harms, regional director. Purpose of the visit was explained.

The infant was at the daycare from 8:00am to 3:00pm that day. There were four staff that worked in the infant's classroom. Two staff were working in the classroom during the incident, J.J. and A.J. The incident occurred at 2:40pm and can be seen on video. Haley was contacted by one of the on site supervisors that the infant had scratched his head. Haley was on a bus run at that time. They contacted the parents. The infant hadn't scratched his head prior to that. He was in a bouncy seat when he scratched his head. A.J. was taking care of the infant when he was in the bouncer. The other staff, A.J., noticed the child's head was bleeding. Haley contacted a director in training who was working at the center that day, Corinn. She also talked to Kelly Hayes. Kelly went to get a staff who is a certified paramedic.

Haley said there were no instructions for the hat and mittens that were in the infant's backpack. There wasn't a doctor's note or any instructions as to when the infant was supposed to wear the hat and mittens. The parents did say the infant had bad cradle cap. Haley met with staff and some staff were reprimanded due to the incident.

This worker and HHS Ballard met with staff J.J. She was changing diapers. She went to the infant to get him to change his diapers and noticed blood on his head. The infant had been crying and she didn't know why staff A.J. didn't notice was scratching his head. She wasn't told anything about the hat and mittens. She doesn't speak much English. When she saw the bleeding, she called Kelly for help. Kelly got a staff Mickey to their class. They saw blood under the infant's fingernails.

This worker, HHS Ballard and HHS Stowe met with A.J. She and staff J.J. were in the classroom at time of incident. The infant was having a normal day. The infant was in a bouncer and she was bouncing him to sleep with her foot. She was entering information about other children in an iPad. The infant wasn't crying or showing any signs of distress. J.J. came to her and said the infant's head was bleeding. The lights were off and she didn't see his head bleeding before that. She picked him up and tried to clean his head. J.J. called Kelly and then Kelly found Mickey, who looked at Foster's head. He told them to call the mom.

This worker, HHS Foster and HHS Stowe met with Haley Greenfield and Kacie Harms again. Concerns about the lack of supervision by staff A.J. was discussed. The lead staff in that classroom went on maternity leave early. The information about the infant's hat, mittens and Aquaphora weren't provided at the time of intake. Typically, lead staff would direct parents to give any medical information to ensure it is listed in the child's file and in the classroom. Personnel decisions will be made by the company. Haley and Kacie both stated staff were written up and signed statements about the reprimands.

Special Notes and Action Required:

109.10(16)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

VIOLATION

The center addressed the concerns of lack of adequate supervision in this situation. Management addressed all staff involved and made individual personnel decisions.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

09-30-2024