Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: VGM Child Care Center **Enrollment:** 99 **License ID:** 52352

Street: 1111 Van Miller Wy **City:** Waterloo **IA** **Zip Code:** 50701 **County:** Black Hawk

Mailing Address: 1026 E Seerley BLVD

Mailing City: Cedar Falls **IA** **Zip Code:** 50613

Director's Name: Jay Mattson **Center Phone Number:** 319-824-4214

On-Site Supervisors: Sara Koester **E-Mail Address:** admined@cuccc.org

Date of Complaint: 03-06-2025 **Date of Visit:** 03-07-2025

[X] Scheduled **[ ]** 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

Serious Injuries include:

- Disabling mental illness.
- Bodily injury which creates a substantial risk of death, causes serious permanent disfigurement, or causes protracted loss or impairment of the function of any bodily member or organ.
- Any injury to a child that requires surgical repair and necessitates the administration of general anesthesia.
- Includes but is not limited to skull fractures, rib fractures, metaphyseal fractures of the long bones of children under the age of 4 years.

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

On 03/06/25 a concern was reported regarding VGM Child Care Center in Waterloo. It is alleged on 03/03/25 an infant was picked up in a bouncy seat and a piece of the bouncy seat fell off and the child somewhat fell out and hit her head on the hard floor. Dad was notified at pick-up, but an incident report was not completed.

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.

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 03/06/25 I had a collateral phone contact with Sare Koester, the on-site supervisor for the program. Ms. Koester reported that it just recently came to her attention that on 03/03/25 an infant staff member picked an infant up in a bouncy seat and a piece of the bouncy seat fell off and the child “kind of” fell out

and hit their head on the hard floor. The staff member called the lead infant room staff member into the room right away to look the child over and see if there was anything concerning. They reported there was no red mark or bruise. It was believed that perhaps the child hit her head on the piece of the side of the bouncy seat. The lead staff member, Lauren F., told the staff member to let the father know at pick up what had happened.

Ms. Koester states the infant staff member who was involved, Ava F., did talk with the father at pick up and let him know what occurred. The father looked the child over and did not see anything.

Ms. Koester states she received an email from the mother at 12:38 am informing her that when the father picked the child up on Monday, he was informed the child hit her head but there were no marks observed. However, on 03/05/25 when the mother picked the child up out of her bassinet to feed the child, she noticed a fluid filled bump on the child's head. The parents took the child to the emergency room and the child was diagnosed with a skull fracture. The doctor confirmed that it does typically take time for fluid to build up so the timing was consistent with what occurred on Monday.

Ms. Koester states she told the mother she would review the recordings and let her know what occurred. Ms. Koester states the email from the mother was the first time she had heard of the incident. The child was at childcare on Tuesday and Wednesday and appeared to be fine. Ms. Koester states there was not a written incident report, but the staff member did inform the parent.

On 03/06/25 I had an email contact with Lisa Cross from the Department of Health and Human Services. Arrangements were made for a joint visit on 03/07/25. I left a message with Ms. Koester regarding the visit and informed her we would want to review the video recordings.

On 03/07/25 I made an announced visit to VGM Child Care Center with Lisa Cross. We met with Sara Koester and Holly Dittmer, an administrative member of CUCCC, was also present. Ms. Koester states she was not present at the center when the incident occurred. We reviewed the video recording. In the recording Ava F, was observed picking up the bouncy seat and you could see that a piece of the bouncy seat broke off and the child fell to the right and hit her head on the floor. Ava immediately picked the child up to comfort her and then went to the phone to call Lauren F., the lead teacher of the room to look at the child.

Ms. Dittmer states that staff members are not supposed to carry children around in bouncy staff members and that will be discussed with staff members. She states that they have a center policy that any injury above the shoulders is supposed to be a phone contact to the parents right away and an incident report is supposed to be written any time there is a bump or mark.

Ms. Koester states she did not know anything had happened until she came to work and saw the email from the mother. She reached out to Lauren F. and asked if something had happened and she also emailed Ava F., but Ava has classes and did not see the email until later in the day. Both staff members gave a written statement that was provided to me. There have not been any previous concerns for Ava as a caretaker. She is good at the job and reliable. Ms. Koester states that Ava did not tell the father that she dropped the child, but did tell him that the child bumped her head.

Lauren F. was interviewed. Lauren was working at the front desk when the incident occurred. Lauren states Ava called her to the infant room to look over the child. She states Ava said she was moving the child and the side part came apart and the mobile piece may have hit the child's head. She did not know the child may have hit her head on the floor. She looked at the child's forehead and did not see any marks. She did not look at the back of the child's head.

Lauren states she told Ava to tell the father what happened when he picked the child up. She did not feel an incident report needed to be completed because they did not observe any injury but told Ava to do an incident report if the father wanted one. Lauren states if Ava had told her she dropped the child, Lauren would have called Ms. Koester.

On 03/10/25 Ms. Cross and I interviewed Ava F. at VGM Child Care Center. She explained she was moving the child in the bouncy seat and a piece of the seat popped off and the child fell out. She was strapped in so she did not fall out all the way but fell to the side. She thought the child may have hit her head on something but she was not sure so she called Lauren F. right away. Ava states she saw a small mark on the child's head, but it was not a bump and did not have any texture. Lauren thought maybe the child had hit he head on a part of the bouncy seat.

Ava states when the father picked the child up, she shared with him that the child had hit her head. He looked her over and thought she looked fine too. She states the child did not have a mark when the father picked her up. Ava states Lauren did not think an incident report was necessary and told her to talk with the father. Ava states she did not work on Tuesday but when she came to work on Wednesday the child was there and acted fine.

Ava states she was surprised and upset when Ms. Koester emailed her about the child having a skull fracture.

Emily R., the second staff member in the infant room with Ava, was interviewed. Emily did not see the incident but heard Ava shriek when the piece fell off the bouncy seat. She states Ava went back and forth whether the child hit her head on a piece of the bouncy seat. Ava thought maybe the drop just scared the baby. Ava looked at the child in the light and did not see a mark and she called Lauren F. to the room to look the child over. Emily states Ava did not do an incident report because they did not think the child hit her head.

Special Notes and Action Required:

109.10 (16)a. Supervision. The center director and on-site supervisor shall ensure that each staff member, substitute, or volunteer knows the number and names of children assigned to that staff member, substitute, or volunteer for care. Assigned staff, substitutes, and volunteers shall provide careful supervision. NOT VIOLATED. After reviewing the video recording of the incident, it is clear that what happened was an accident and there was no intention or lack of supervision. It was a poor choice to pick the child up in the bouncy seat and administration is going to make this part of orientation.

109.10(10). Policies and procedures for incidents involving minor injuries, minor changes in health status, or behavioral concerns are reported to parent on day of incident. A written report, fully documenting every incident, shall be provided to the parent or person authorized to remove the child from the center. The written report shall be prepared by the staff member who observed the incident and a copy shall be retained in the child's file. VIOLATED. Ava reports there was a small mark on the child's head. They were not sure what caused the mark but Ava believed the child hit her head on something. The mark went away by the time the father arrived. Ava did tell the father the child hit her head. The father looked the child over and thought she was fine. The fluid filled bump came two days later. Any time there is an injury to the head, even if the mark went away, an incident report must be completed. An incident report should have been completed for this incident, even if the staff member verbally informed the parent at pick-up. Administration is going to address this issue with staff members.

Currently, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:

Rebecca Frost

Date:

03-28-2025