Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Stevie's Busy Bees **Enrollment:** 60 **License ID:** 52114

Street: 4502 Avenue O STE 18 **City:** Fort Madison **IA** **Zip Code:** 52627 **County:** Lee

Mailing Address: 4502 AVE O STE 18

Mailing City: Fort Madison **IA** **Zip Code:** 52627

Director's Name: Stevie Bethurem **Center Phone Number:** 319-250-9108

On-Site Supervisors: Nicole Rife **E-Mail Address:** steviesbusybees@gmail.com

Date of Complaint: 07-20-2023 **Date of Visit:** 07-27-2023

[ ] 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:

The caller stated on Wednesday's during the school year, Stevie had parents drop children off at her house, which allowed her to have 30-40 kids at her center and an additional 15-20 kids at her home. Only licensed for the center, no home registration. Parents went along with this. The floor has peeling paint (getting on children's clothing), ants in the rooms, screws and nails in the sandbox and ground due to construction. There is a two bite rule for meals and children are given time outs for not eating. There is a child in the "big kid" room, who injures children and nothing has been done. The caller is also concerned about staffing. Several of the staff have appeared on the Sheriff's Report (mug shots), yet they are employed at the center. Staff were vaping in the center and had gummies unkown if CBD or THC.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

109.9(1)b All files contain:A signed copy of DHS criminal history record check or any other permission form approved by the Department of public Safety for conducting an Iowa or national criminal history check. A copy of Request for Child Abuse Information.Copies of the results of Iowa records checks conducted.Copies of national criminal history check results.Any Department-issued documents sent to the center related to records check.

109.12(4) Sufficient toilet articles are provided for handwashing.Sufficient and safe indoor play equipment, materials, and furniture that conforms with CPSC or ASTM.Play equipment, materials, and furniture meet the developmental, activity, and special needs of the children.Room’s arrangement does not obstruct the direct observation of children.Individual covered mats, beds, or cots, and appropriate bedding is provided for all children who nap.Procedures are developed and implemented to maintain equipment and materials in a sanitary manner.Sufficient spacing is maintained between equipment to reduce transmission of disease and allow ease of movement by children and staff to respond to activities and care needs.Sanitary procedures are followed for use and storage of personal hygiene articles.

Inspection Findings:

The determination of this report is based on interviews with previous and current staff and administration and written statements from each. I phoned the center regarding these allegations on 7/20/23. I spoke

with OSS Nicole Rife. She indicated the center did send children to Stevie's home, but they were school age and children of staff. She indicated this occurred on Wednesdays and different staff members were care providers to 7 or more children. Nicole stated she did not know this was a rule for in home care. We discussed Nicole did know this is a rule for in home care as she is registered as an in-home care provider and has worked as an in home provider prior to becoming employed at the center.

I phoned the Director on 7/20/23. She indicated the center did not send children to her home for childcare. I asked her again if this was true. She stated it was not. I stated OSS Rife just reported this was a true statement and urged Director Bethurem to be truthful in answering. She did admit that staff's children were sent to her home if numbers were over at the childcare center. Director Bethurem is aware registered in-home providers may not have more than 6 children present, and that her home is not a registered home. Director Bethurem has had extensive contact with HHS in home worker Chad Recking when she was providing in home care. She indicated this occurred on Wednesdays and different staff members were care providers to 7 or more children. Stevie's husband and joint business owner Jay then got on the phone asking if his children could not have other children over to the residence without being in violation. I explained to Mr. Bethurem that registered home rules must apply to homes providing childcare. Both Stevie and Nicole indicated children were taken to Stevie's house by either the school bus or by a worker from the center transporting the children to the house. Both indicated workers from the center were sent to the house to provide care so that the center was not over ratio. Stevie indicated there were more than 7 children present and indicated one of the staff members whose children were sent to her home had 5 children of her own.

On 7/21/23 Stevie indicated she would like for me to talk to her building manager. He and Stevie and Nicole stated the children were not in care at Stevie's home, they were on a field trip each Wednesday for 1-2 hours. Stevie stated children were "shuffled back to the center" as center numbers dwindled and children could be returned to the center so ratio was maintained. Stevie, Jim and Nicole agreed to consult ProCare records. These have not been provided to Department as of yet. We discussed Child Care Assistance and that children on CCA could not be taken to another care setting and yet billed for care in the center.

I spoke to 3 staff no longer employed at the center who indicated staff were encouraged to lie to HHS regarding licensing matters

I made an unannounced visit to the center on 7/27/23. I interviewed staff on that date. Several staff stated many school age children were taken to Stevie's home on several occasions during nap time, after school or for lunch due to being over numbers in the center. They indicated some of the children sent to her home were not staff's children and some parents of the children were not aware this was occurring. This is not allowed and was not reported by OSS Rife or Director Bethurem. Staff gave written statements on the allegations.

Employee files were reviewed. No Federal FBI fingerprint results were found on any staff present. Not all staff had approved or completed Iowa SING background checks. I emailed the Director and OSS on 8/3/23 to see if fingerprints had been found or prints sent off. I asked if the background record check on employees with hits on the SING checks had been completed since I did not have information from the center indicating these issues had been resolved. The Director indicated prints had been sent off but the record check evaluation process for one employee is still in progress. The other employee undergoing the record check process was accused by other staff of having THC gummies on her person in the center as well as vaping. She no longer works in the center.

Staff reported current concerns with chaos, not enough staff and staff leaving the rooms for 20 minutes at a time or more when they are being given 5 minute breaks. Staff indicated this frequently left rooms out of ratio thought-out the day as this occurred multiple times per day.

Staff reported no current concerns about paint chipping or nails, screws or ants. Staff reported these issues had been resolved some time in July. Stevie stated if staff had licked a pacifier it was probably that of their own child. Only one staff indicated in interviews that staff had licked pacifiers. This is not acceptable. Staff were not wearing gloves during diaper changes the date of the visit on 7/27/23. They were also not wearing gloves again when CCR&R and IDPH visited on 8/15/23.

Stevie stated if staff had licked a pacifier it was probably that of their own child. Only one staff indicated in interviews that staff had licked pacifiers. This is not acceptable.

A staff contacted HHS August 8th after the HHS visit to the center reporting the Director and OSS pulled staff aside asking what information was given to HHS. Staff reported to HHS they were not being treated fairly from administration due to reporting concerns and being truthful in reporting information to HHS.

1. 109.8(2) Ratio maintained in center as required by age. Staff and administration reported the center was out of ratio many times and children were taken to Stevie's home to receive childcare there until

ratio could be restored at the center and children returned to care. Staff further reported capacity issues stating the OSS and Director do not plan or schedule well and often times too many children are in the room. They reported staff and children are often moved room to room due to poor scheduling. Children are not to be taken off site to maintain ratio. VIOLATION

2. 109.9(1)b All files contain:

A signed copy of DHS criminal history record check or any other permission form approved by the Department of public Safety for conducting an Iowa or national criminal history check.
A copy of Request for Child Abuse Information.
Copies of the results of Iowa records checks conducted.
Copies of national criminal history check results.
Any Department-issued documents sent to the center related to records check.

Five staff did not have updated SING checks. Three staff did not have record check evaluations completed and approved. VIOLATION

3. 109.12(4) Sufficient toilet articles are provided for handwashing.
Sufficient and safe indoor play equipment, materials, and furniture that conforms with CPSC or ASTM.
Play equipment, materials, and furniture meet the developmental, activity, and special needs of the children.
Room's arrangement does not obstruct the direct observation of children.
Individual covered mats, beds, or cots, and appropriate bedding is provided for all children who nap.
Procedures are developed and implemented to maintain equipment and materials in a sanitary manner.
Sufficient spacing is maintained between equipment to reduce transmission of disease and allow ease of movement by children and staff to respond to activities and care needs.
Sanitary procedures are followed for use and storage of personal hygiene articles.

Staff reported the concerns made in this complaint regarding chipping paint, screws and nails accessible to children and ants have mostly been addressed and do not continue presently to be a violation. These concerns were addressed in the regular licensing report. Concerns regarding the two bite rule were addressed in the regular licensing report. I contacted staff accused of vaping in the center. She denied this and stated the gummies she brought in were CBD. This staff member was not a caregiver to the children at the time she brought the gummies into the center. She indicated she did have a vaping device on her person but did not vape. This staff is no longer employed at the center. NO VIOLATION

In July and August staff were not wearing gloves during diaper changes. Staff did report seeing staff lick pacifiers to clean them off prior to giving them to children. VIOLATION

Special Notes and Action Required:

Referrals have been made to CCR&R and IDPH regarding all issues cited above. They are currently working with the center and have been working with the center prior to opening. Consultants Love and Norton from CCR&R and CCNC Hayes visited the center on 8/15/23 to provide consultation services on the above cited violations. The center is on a Provisional License as these issues have been ongoing and have been addressed and discussed prior to opening, when the center opened and every month since opening yet issues persist.

Consultant's Signature:

Jill Seibert

Date:

08-16-2023