Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Blessings Care for Kids **Enrollment:** 30 **License ID:** 52080

Street: 6820 Ashworth RD **City:** West Des Moines **IA** **Zip Code:** 50266 **County:** Polk

Mailing Address: 1816 Strauss AVE

Mailing City: Adel **IA** **Zip Code:** 50003

Director's Name: Gina Nunez **Center Phone Number:** 515-318-2965

On-Site Supervisors: N/A but in process of hiring **E-Mail Address:** ginap10@icloud.com

Date of Complaint: 01-31-2023 **Date of Visit:** 01-31-2023

[ ] 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:

On 1/31/23, it was reported that an infant child was in a swing and almost fell out of the swing while it was in use because the child was not strapped in. It was also reported that on 12/20/22, a two-year old child with an egg and peanut allergy was given a cookie that may have been made with eggs and peanuts or peanut oil.

Licensing Rules Relevant to the Complaint:

109.10(3)c For ongoing, long term medications, authorization shall be obtained for a period not to exceed the duration of prescription.

109.12(5)c Highchairs or hook-on seats equipped with safety strap and designed not to topple. Safety strap engaged when child in seat.

Inspection Findings:

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A number of concerns were brought to this consultant's attention via phone on 1/31/23. Do to the nature of the concerns, the manner that some of them allegedly occurred, and because the owner/director had already contacted this consultant by email on 1/27/23 regarding some of these concerns, this consultant made an informal, unannounced, drop-in visit to the center on 1/31/23. The notes/recommendations section of this report summarizes the 1/31/23 visit.

Later in the day on 1/31/23, this consultant received an email and this time, in the form of a formal complaint which again alleged some of the things below that were already addressed earlier in the day on 1/31/23. New concerns were that a two year old child received a cookie made with eggs on 12/20/22 even though the child is allergic to eggs and peanuts among other things. It was also reported and another child was in an infant swing and almost fell out of the swing because the straps were not being used. This consultant contacted the reporter about these new concerns and discussed the issues he was addressing earlier in the day, 1/31/23.

On 2/1/23, this consultant made another unannounced visit to the center and discussed the new reported concerns with the owner/director. Gina admitted that there was one time the straps on the swing were not used. Gina stated this was in part because the child in the swing was also swaddled so the straps wouldn't fit around the child. It is noted Gina and this consultant already discussed the swaddling concerns on 1/31/23. This consultant stated that, although it is best practice not to use swings, they can be used for short amount of times (10 to 15 minutes at one time) and that the manufacturer's guidelines/directions should be followed. Because the center did not use the straps to strap the child in, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.12(5)C.

In regards to the allergy incident with the child eating a cookie made with eggs (unknown if also made with peanuts or peanut oil) on 12/20/22, this consultant reviewed the child's file and the allergy instructions. In the instructions, there was nothing stating that the child could not have these items. Rather, it stated that if the child eats these things and has an allergic reaction/breakout, the center was to contact the parent for verbal permission to administer Benadryl. From reviewing text messages between the mother and Gina, this protocol was followed. It was also noted within the text messages that the child was okay and was not having a reaction of any kind per both the owner and the parent. The medication was observed. It was noted the child did not have an epipen on site. There is not sufficient evidence to conclude a licensing violation occurred at this time in regards to this reported concern. The center is FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 109.10(3) AS IT PERTAINS TO MEDICATION.

Special Notes and Action Required:

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Before this became a formal complaint, this consultant made a drop in visit to the center on the morning of 1/31/23. Here are the notes from that visit in regards to reported concerns:

Drop in visit to center to follow up on reported concerns (related to 1/27/23 email from owner/director). I spoke to staff members, Gina, Grace, and Nicole. Here are the issues discussed for clarification and/or need to be improved:

1. I didn't see any infants being swaddled, but Gina stated one infant was previously being swaddled. I stated this cannot happen. Also, discussed safe sleep practices for infants sleeping in cribs. Gina stated she understood and also denied any child sleeps in a swing and gave an example of how one mother wanted their child to sleep on his back and Gina informed the mother they couldn't without a doctor's note stating an alternative sleeping position.

2. Staff need to be present in the infant room at all times for proper supervision. Monitors do not count as supervision in any classroom.

3. 16 and 17 year old staff cannot be in a room alone with non school-age children and cannot transport children to school. This was an issue today (1/31/23), but in part , b/c of the staff member walking out of the building yesterday. A new staff member has already been hired and going through hiring process (SING, fingerprinting, physical, etc.).

4. I will double check, but if recall correctly, one classroom has a capacity of 7 children. There were 8 children present when I visited this morning in this room. And, there was only 1 staff so this room was out of ratio (again partly due to yesterday's staff member walking out on them). UPDATE 2/1/23, THE BIG ROOM HAS A CAPACITY OF 32 CHILDREN. THE CLASROOM WITH TOO MANY CHILDREN HAS A CAPACITY OF SIX CHILDREN. THE INFANT CLASSROOM HAS A CAPACITY OF FIVE CHILDREN.

5. Gina will need to explore possibly upstairs classrooms to use and/or possibly doing away with school age children so that the new combining ratios can be met fully. Gina should also explore the school district possibly becoming a pickup/drop off site.
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On 2/1/23, the issue of mixing young children (under three year of age) with children four and older had been corrected upon observation. It was an issue at the visit for a period of time on 1/31/23. An upstairs classroom that could possibly be used in the future was also observed behind a glass door on 2/1/23.

A CCR&R referral was made for the center after the drop in visit on 1/31/23. Gina informed this consultant at the visit on 2/1/23 that CCR&R is schedule to come out for assistance on 2/10/23.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email nkneppe@dhs.state.ia.us so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.
*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHS Licensing Consultant to inquire.

Consultant's Signature:

Nathan Knepper

Date:

02-01-2023