Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Hickman Kindercare **Enrollment:** 129 **License ID:** 49510

Street: 15200 Hickman RD **City:** Clive **IA** **Zip Code:** 50325 **County:** Polk

Mailing Address: 15200 Hickman RD

Mailing City: Clive **IA** **Zip Code:** 50325

Director's Name: April Dandurant **Center Phone Number:** 515-987-5755

On-Site Supervisors: Melissa Hurley **E-Mail Address:** april.dandurand@kindercare.com

Date of Complaint: 09-13-2023 **Date of Visit:** 09-14-2023

[ ] 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:

Concerns reported staff were yelling at a one year old. Staff yelled in the one year old child's face to be quiet and lay down during rest time.

Licensing Rules Relevant to the Complaint:

109.12(1) Program structure that uses developmentally appropriate practices and written program of activities planned to the developmental needs of children served.Program complements but does not duplicate school curriculum.Schedule of program is posted in a place visible to parents.

Inspection Findings:

This worker went to the daycare for an unannounced visit. This worker met with April Dandurant and explained the purpose of the visit. April had recently been made aware of some concerns that she and the assistant director had addressed. This child's schedule at daycare varies due to medical appointments. She arrives and leaves daycare at different times. This makes naptime challenging. Melissa Hurley was informed that someone that had been in Toddler 2 was uncomfortable with how staff were talking to this child. Staff were reportedly talking with a loud tone. The tone was apparently harsh. his was regarding naptime and how staff were telling the child to go to sleep. Initially, Melissa addressed all staff who work in the toddler classrooms about naptime policy as well as how they talk to the toddlers. Melissa then addressed the two staff who work in Toddler 2, staff TB and staff CK.

Melissa Hurley joined the conversation. She talked to all staff who work in the toddler classrooms and met with the staff in Toddler 2 separately. She said that she talked them about the center's nap policy, that children should be on the cot for twenty minutes max and if they aren't sleeping, the child should get up and do quiet activities at a table. She talked to the staff about their voice tone and volume. Staff TB responded with we'll make sure to let kids get up. Staff CK responded with we'll make sure to have activities ready for kids.
When the individual came with the concerns, that person said she felt uncomfortable with the staffs' tone and the staff seemed very stressed during naptime.
April and Melissa talked to this individual together. This individual said staff talked to the child with a loud tone. The child was on a cot and wouldn't go to sleep.

This worker spoke with staff TB. She has worked at the daycare for two years. The nap policy at the daycare is if children don't go to sleep at naptime, they can do an activity on their cot. If more than one child is awake on the cot, children can get off their cots and go to a table. Nobody told her about letting children go to a table if more than one are awake, that is just how she does it. A couple days ago, the director reviewed the nap policy.

She has worked with this child since the child was an infant. This child gets very emotional at naptime. The parents want the them to get her to nap because she naps good at home. They have to sit by her and pat her back at naptime. It takes this child a long time to get to sleep. It takes this child up to an hour to go to sleep. Nobody has ever yelled at this child. She talks quietly and stern to get her attention sometimes. She does get down to the child's face to get the child's attention. She gets down to her level.

This worker talked with staff CK. She started working at the daycare three months ago. She was made aware of the nap policy one and a half to two weeks ago. This policy is that children can get off their cot and play quietly if they aren't sleeping after twenty minutes. Before this, she thought kids had to stay on their cots during nap time. She thought staff would make kids go to sleep or kids would just stay on cots. She did see if a few older kids room that staff let kids get up but not in younger kids rooms.

She hasn't yelled at this child. She hasn't seen anyone yell at this child. They have maybe used a stern voice during naptime with her. The child gets up and walks around at naptime and wakes up other kids. The parents said at home, she sleeps in a crib and goes to sleep fast. The parents want her to take naps. Her and the other staff have tried sitting by her, gently laying her back down when she sits up. She cries a lot. It takes her about an hour to go to sleep. Then she takes a good nap. The director talked to staff recently about the nap policy.

This staff met with April. This staff recommended that April talk with this child's parents about discussing a nap time program and how to make nap time a positive experience. This worker recommended that staff be retrained in nap policy and that nap time should never be a negative experience for children. This worker reiterated the importance of new staff being trained in positive guidance, developmentally appropriate practices and the naptime policy.

Special Notes and Action Required:

109.12(1)
Program structure that uses developmentally appropriate practices and written program of activities planned to the developmental needs of children served.
VIOLATION
Forcing a young child to remain on a cot for up to an hour is not developmentally appropriate. Talking forcefully and in any type of manner that a child may feel they have done something wrong, or making rest time a negative experience is inappropriate.

This worker discussed the outcome of the interviews with April. Recommendations were made with April at the end of the visit. April agreed with the recommendations.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

10-02-2023