Iowa Department of Human Services
CHILD CARE CENTER EVALUATION AND RECOMMENDATION FOR LICENSE

Name of Center: Hand in Hand-Wilkins **Enrollment:** 39 **License ID No. (Reapplications)** 32687

Street: 2127 27th ST **City:** Marion Iowa **Zip** 52302 **County:** Linn

Mailing Address: 103 N Center Point RD, Hiawatha , IA, 52233

Director's Name: Kathy Kolthoff **Phone Number:** 319-200-4840

On-Site Supervisor(s): Donielle Fuzzell **E-Mail:** hih@handinhandinc.com

Date(s) of Visit: 02-07-2023

Licensing Visit X **Unannounced Visit** X **Off Year Visit** **Administrative Change**

LICENSING VISITS

New Application **Re-Application** X **NA**

Signed Application (470-0722) Received **Yes** **No** X **NA** **Date Signed:**

FIRE INSPECTION **State** X **Local** **NA** **Is Fire Inspection Approved?** X **Yes** **No** **NA**

Date Inspected: 11-02-2021

Comments :

LICENSE TYPE: X **Child Care** **Preschool (ages 3-5 meets three hours or less per day)**

Financial Type: X Profit Non-Profit NA

Accredition: Accredited NAEYC NSACA Other X NA

Program Serves: Infants (0-23 mo.) 2 Years Preschool-Age X School-Age

Get-Well Evening Care Special Needs

SCHEDULE: X Year-round School-Year Summer Only

HOURS:	*Year-round*	*School-Year*	*Summer Only*

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Age	Capacity
General				70	70
Summer					0

QRS Rating: N/A

RECOMMENDATION FOR LICENSE:	
X	**FULL** license from 05-01-2022 to 05-01-2024
	PROVISIONAL license from
	DENIAL of initial application
	SUSPENSION of license
	REVOCATION of license

Licensing Consultant: Amy Lyons **Date:** 02-16-2023

I. IF CURRENT LICENSE IS PROVISIONAL, IDENTIFY THE CORRECTIVE ACTIONS

Not applicable.

II. IDENTIFY THE AREAS OBSERVED ON THE VISIT:

Hand in Hand operates multiple programs throughout the community and has been in operation for 21 years. Specifically, Hand in Hand - Wilkins is located inside Wilkins Elementary School which is part of the Linn Mar Community School District. Hand in Hand - Wilkins commenced operations in September 2007. Hand in Hand – Wilkins is a profit program which operates year-round Monday through Friday 6:30am to 6:00pm. During the summer, full days of emergency closing (e.g. snow day), and some breaks (e.g. winter break, spring break), this program has the ability to combine with other Hand in Hand sites. Hand in Hand - Westfield serves school-age children. Current enrollment is 39.

Hand in Hand multi-site owner/director is Kathy Kolthoff. Ms. Kolthoff holds a degree in Early Childhood Education and Business Management. Ms. Kolthoff has achieved the National Administrators Credential (NAC) and is a member of National Association for the Education of Young Children (NAEYC). Hand in Hand multi-site management personnel includes Ms. Sara Swestka who has been with Hand in Hand for over 20 years. Ms. Swestka holds her Bachelor of Art degree in Elementary Education and Early Childhood Education. Ms. Swestka has many years of experience working with children, continues to participate in much child development related training, and has achieved NAC. Hand in Hand multi-site curriculum specialist Katie Simmons has been with Hand in Hand for over 17 years, and specifically, been part of the management team since 2011. Ms. Simmons has an AA degree in early childhood education, has much experience working with children, and continues to participate in child development related training. Hand in Hand multisite school-age coordinator is Katie Little. Ms. Little has been with Hand in Hand since December, 2017. Ms. Little has a BA degree in nursing, an AA degree in marketing management, over 6 years of experience working with children, and continues to participate in much child development related training. Site specific on-site supervisor of Hand in Hand - Wilkins is Donielle Fuzzell. Ms. Fuzzell has an associates degree in early childhood, has been a Hand in Hand employee working with children for over 5 years, and continues to participate in much child development related training. Ms. Fuzzell has been this site's supervisor since January 2022.

On 2/7/2023, program space was observed.

III. IDENTIFY THE OBSERVED STRENGTHS OF THE CENTER:

Hand in Hand offers a variety of early learning/childcare programming options to help meet the needs of children and families in the community.

The year 2023 marks Hand in Hand's 21st year of providing childcare and early learning services to children and their families throughout the community. Congratulations on celebrating 21 years! Specifically, Hand in Hand - Wilkins be in their 16th year of operation during 2023.

The philosophy of Hand in Hand is to "…understand your needs and your child's needs and offer convenient options....that go way beyond after school needs...offers a variety of activities that promote life skills such as teamwork, sportsmanship, creativity, and leadership..."

Hand in Hand has the following website for families and the community to learn more about their programs: http://handinhandinc.com/.

Hand in Hand has a history of participating in quality initiatives.

Founding original owner Ms. Kolthoff is a local entrepreneur invested in the local and surrounding communities. Ownership and management of Hand in Hand has remained consistent. This includes owner Ms. Kolthoff, management personnel Ms. Swestka, curriculum specialist Ms. Simmons, school-age coordinator Ms. Little, and specific on-site supervisor. Management is extremely organized, and in turn, the program operates smoothly. Hand in Hand has noteworthy systems of organization in place to help ensure administrative items are completed and maintained as required. Management is knowledgeable of licensing guidelines as well as their own policies and procedures. Management has completed NAC training.

Management team continues to be mentors throughout the community as well as part of an online innovative national director social media group. Hand in Hand management team also continues to be part of a local task force known as "Building Community Childcare Solutions" which examines childcare needs and solutions. In 2021, Hand in Hand management team established an optional monthly employee wellness challenge to help focus on lowering stress and maintaining a healthy lifestyle. In 2022, Hand in Hand undertook the immense task of establishing a company-wide unique online process for staff onboarding, training, and continuous transfer of knowledge. This also lead to an updating of the company's Employee Manual and a new Lead Teacher Manual both of which have become part of the company's online staff onboarding program.

Since the last monitoring visit, Hand in Hand -Wilkins has retained as well as hired some new staff. Ms. Fuzzell is currently celebrating over 5 years of employment with Hand in Hand as well as being an on-site supervisor for over a year (January 2022). To help support employees, management has established an annual staff requirements calendar book with necessary forms, materials, and so on as well as a quarterly employee newsletter that includes helpful policy reminders and tips and classroom tools/resources. Management continues to support employees through an accrued point system rewarding staff for their daily dedication, the ability to collaborate among all Hand in Hand sites to share materials, curriculum, joys, challenges, and ideas/planning, and staff incentives (e.g. childcare, snack cart, social media contests, wellness challenges). Ms. Fuzzell discussed being proud of her site's team of employees who have really gotten to know the children and been able to provide consistent positive strategies and supports to encourage positive behavior choices. Licensing observed staff were encouraging children to work cooperatively to earn a pizza and movie day.

Hand in Hand - Wilkins has a collaborative partnership with the school district. The school building and grounds are well maintained. School custodial staff, school administration, school nurse, and school food service personnel help ensure the children's space is sanitary and hazard free each day. The school kitchen is inspected at least annually by the health department. There is an AED on-site. The program has regular access to the school gymnasium for large gross motor activities. Ms. Fuzzell talked favorably about the program's relationship with the school.

Hand in Hand - Wilkins has emergency plans, policies, and procedures in place which are annually reviewed and updated as needed. Hand in Hand sites have successfully navigated through historic local flooding (Flood of 2008), the 8/10/2020 Derecho Storm event and 2019 pandemic. In 2023, Hand in Hand began monthly employee safety plan reviews focusing on a series of topics including first-aid, housekeeping, ergonomics, proper lifting, workplace violence, and slips, trips and falls.

Hand in Hand - Wilkins continues efforts at optimal communication between the program/staff and families. The program has an organized parent-staff/program information center, offers regular program newsletters, utilizes technological communication resources, and supports family programming activities. Hand in Hand - Wilkins continues to offer a character counts curriculum, a reading incentive program called "Reading Rainbow", and homework time/assistance. Ms. Fuzzell reported 2023 summer camp enrollment will soon be underway.

Hand in Hand collaborates well with many community partners including local small businesses, local school districts, health professionals, and other childcare owners/directors (locally and nationally).

Hand in Hand – Wilkins supports a “safe shoe” policy to encourage ease of play.

Each child is engaged in a daily health check upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior which may adversely affect the child or the group. Staff were observed engaged in handwashing and encouraging child handwashing. The program has policies and procedures in place for cleaning, disinfecting, and sanitizing. Cleaning supplies were observed onsite.

On the day of the monitoring visit, staff were nurturing and attentive to the children's needs. This month's areas of study include Valentine's Day. Evidence of clever art projects were observed on-site (e.g. You've got a "pizza" my heart). Children were observed to be warmly greeted by staff afterschool. Activities observed were many (e.g. afterschool greeting with attendance, small group work, individual reading opportunity, large gross motor outdoor play). A small group

experience included a craft collage project known as "I love you to pieces". Staff provided a companionable presence while allowing children to have choice in their programming experiences. Routine transitions (e.g. clean-up activities, snack routines) worked smoothly into the program's welcoming and cooperative environment. Staff were overheard providing children with many words of encouragement (including "Look at my friends at that table doing an awesome job" and "Thank you for walking I appreciate that") and offering positive redirection when needed. Children responded well to staff and appeared to be truly enjoying their childcare experiences.

IV. IDENTIFY THE ASPECTS OF OPERATION THAT FALL BELOW THE STANDARDS REVIEWED:

109.9(1)e: All files contain documentation to indicate that ongoing staff training requirements are met.
- One staff file (EB) reviewed lacked documentation of a physical exam with TB screening/testing.
- One staff file (AM) reviewed lacked documentation of MCART.

V. SPECIAL NOTES/RECOMMENDATIONS:

One staff file (EB) reviewed lacked documentation of current UP and completion of Essentials - Module 11 in respective staff file. Documentation of completion was noted in i-PoWeR. Please ensure certificates of completion get placed into EB's staff file. Please also note, documentation of completion of first-aid and CPR training for EB was not found in i-PoWeR related to previous employment. EB shall promptly update first-aid and CPR training.

Please ensure there is a thermometer in the program's mini refrigerator/freezer.

The program's license remains in full status. Thank you for the visit.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

*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.