Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Mahaska Early Learning Program **Enrollment:** 86 **License ID:** 25017

Street: 1521 Green Street **City:** Oskaloosa **IA** **Zip Code:** 52577 **County:** Mahaska

Mailing Address: 414 N 3rd St

Mailing City: Oskaloosa **IA** **Zip Code:** 52577

Director's Name: Meagan Hugen **Center Phone Number:** 641-676-7700

On-Site Supervisors: Christi Parker **E-Mail Address:** meagan.mccartie@mahaskaymca.org

Date of Complaint: 08-25-2023 **Date of Visit:** 09-22-2023

[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

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

Summary of Complaint:

It is alleged that Amy H. (Daycare Provider) has grabbed a female child (Age 1) by one arm, picked her up off the ground, and tossed the child to the ground and there is concern due to the child's age that this could have caused injury. It is alleged that she also grabbed another female infant (Age 3 months) by one arm, picked her up off the ground, and tossed the child to the ground and there is concern due to the child's age that this could have caused injury. It is alleged that she grabbed a male child (Age infant to 1 year) by one arm, picked him up off the ground, and tossed the child to the ground and there is concern due to the child's age that this could have caused injury. It is alleged that she grabbed another male child (infant to Age 1) by one arm, picked him up off the ground, and tossed the child to the ground and there is concern due to the child's age that this could have caused injury.

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:

The determination of this report was based upon written incident reports from staff witnessing the incidents as well as Amy H. Other DHS personnel met with the children and their families to observe the children to ensure no injuries were present. Child Care Nurse Consultant Jamie Crouse was also consulted.

I contacted Director Hugen the day the report came in requesting incident reports. She indicated there were no incident reports on file. She agreed to speak with all staff in the room asking for written incident reports on actions they personally observed. I contacted Child Care Resource and Referral Consultant Karen Lauer and Child Care Nurse Consultant Jamie Crouse on 8/29/23 asking for resources on proper transferring of infants. CCNC Crouse stated, "Well, this is unfortunate because I just sent the center multiple resources about this exact thing this spring. It was sent directly to the director for her to print and have staff view. I sent the information as a result of a complaint that was made to me and a request to provide the guidance.

The Director shared this information with staff July 18th regarding nurse maids' elbow and handling an infant, picking up, putting down and what to avoid. She indicated Amy H. has never been counseled either verbally or in writing on this issue in the past.

The Director interviewed each staff member and discussed incident report forms should have been completed for each incident. Incident reports were then completed by staff on what they personally witnessed by each staff member. The reports were sent to HHS on 8/30/23. Three employees indicated they witnessed Amy H. pick up infants by one arm to move them across the room. They indicated that two of the infants landed and either hit their face or their head. They indicated no injuries occurred. Amy H. indicated on one occasion a child Nolan wiggled out of her hand and fell ash she was bending over to put him down. On another occasion, she took Emma by the hand/arm while she was sitting in a chair as she was attempting to move the child, so she was not hurt from the rocking chair. Reports were not completed by staff until HHS directed the program Director to have each staff member with concerns document these on an incident report. Staff should have completed incident reports the day of the occurrence so administration could have immediately addressed the issue. Furthermore, parents should have written notice and an opportunity to discuss with room staff and or administration.

1. 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.

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. Incident reports completed by staff on what they personally witnessed were sent to HHS on 8/30/23. Three employees indicated they witnessed Amy H. pick up infants by one arm to move them across the room. Two of the infants landed and either hit their face or their head. They indicated no injuries occurred. Reports were not completed by staff until HHS directed the program Director to have each staff member with concerns document these on an incident report. Staff should have completed incident reports the day of the occurrence so administration could have immediately addressed the issue. VIOLATION

2. 109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. Three employees indicated they witnessed Amy H. pick up infants by one arm to move them across the room. Two of the infants landed and either hit their face or their head. No injuries occurred. Emma was free of injury. There was no injury, and the parents had no concern of injury. Freya was free of injury. There was no injury, and the parents had no concern of injury. Calvin was free of injury. There was no injury, and the parents had no concern of injury. Benson was free of injury. There was no injury, and the parents had no concern of injury. These children were all observed by DHS personnel who met with and interviewed parents of each child.

The Director sent information to each employee on July 18th regarding handling infants, picking them up and putting them down and what to avoid. The staff member did not follow guidance provided to her regarding these topics. VIOLATION

Special Notes and Action Required:

The center should continue to train staff on appropriate methods of transferring children. CCR&R and IDPH are available for consultation and training purposes on health and safety issues. The staff member was moved from the infant room.

Consultant's Signature:

Date:

09-28-2023

Jill Seibert