

CHILD CARE CENTER COMPLAINT

Name of Center: Sunshine Day Care Center	Enrollment: 52	License ID: 25599
Street: 110 NE Grant St	City: Greenfield	IA Zip Code: 50849
County: Adair		
Mailing Address: 110 NE Grant St		
Mailing City: Greenfield	IA Zip Code: 50849	
Director's Name: Susan Taylor	Center Phone Number: 641-743-2866	
On-Site Supervisors: Rachel Hamilton and Brianna Taylor	E-Mail Address: sunshinedc95@gmail.com	

Date of Complaint: 12-17-2018**Date of Visit:** 01-02-2019
☐ Scheduled

 ☒ Unannounced

 ☐ NA

☒ Non-Compliance with Regulations Found

 ☐ Compliance with Regulations Found
RECOMMENDATION FOR LICENSE☒ **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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

It was reported to this consultant that staff were calling a school-age child a "girl" when he was acting out while at the center. The child then became aggressive and now no longer attends the center. It was also reported that the director and another staff member were taking videos and pictures of the same child. It was reported there are not enough activities for children to play with while at the center. It was reported that the same child above, was placed in the old office by himself as a way to destress and calm down, but the old office was too cluttered. It was also reported that this child's younger sister was put on the wrong bus to start the year and the parent wasn't notified of this situation by the center, but rather another parent as well as the school trolley driver. Finally, it was reported the outdoor playground space is unsafe and there isn't any equipment for older children.

Licensing Rules Relevant to the Complaint:

237A.7 Information regarding a child in a child care center or their relative is confidential. If this information is released by visual, verbal or written means, written consent from the parent or guardian is in the file or a court order allowing the release of the information.

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.

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109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Adequate indoor and outdoor space is provided. The outdoor area shall include safe play equipment and area of shade. Sufficient space provided for dining. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. Sufficient cooling. Sufficient bathroom and diapering facilities. Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.

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.

109.12(2)d No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

Inspection Findings:

An unannounced visit was made to the center on 1/2/19. The director was present at the center. This consultant explained the concerns that were reported leading to this visit.

Susan informed this consultant that the child in question was acting out on this particular day in question and when it was time to get in line for an activity, the child pushed his way to the front of one of two lines. Staff stated to the child something to the effect, "You aren't a girl, are you? Your line is the other line". Susan stated there was not the intent to degrade the child and call him a girl. Rather, it was to point out he was standing in the girls line and needed to listen to instructions better before acting. However, from a previous conversation with the reporter, it does not appear the child took it in the manner staff said they meant the comment. There does not appear to be intent to degrade the child based on how staff described it so the center is **FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 109.12(2)**. However, staff still need to be more aware of what they say and how they say things.

In regards to staff taking videos and photos on their phones of the child in question, this consultant looked in the child's file and the parent of the child did give staff permission to do so. Susan stated she is the only one that typically takes videos and/or photos and puts them on the center's social media page. The center is **FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 237A.7**.

As far as there not being enough activities for children and particularly older children to do in the center, there did not appear to be a sufficient amount of learning stations in the classroom. A lot of the items were being stored in the old office and not out in the classroom for children to play with. These should be out in the classroom and accessible to children. Upon observation, children also appeared to be restless and running around which could have been do, in part, to not having enough activities to do or things to play with. The current lesson plan for the week was also not available or posted. The center is **FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.12(1)**.

In regards to supervision, the child in question above has a history of acting out while at the center. Regardless of what a therapist, or parent, or staff, etc. may think or want (it was suggested and decided to allow the child to have individual space in this room to calm down and recollect himself when he acts out), the child was left alone in the old office now storage room and unsupervised. No child can be in an area of the center by themselves without staff supervision. Additionally, the child's younger sister was put on the wrong bus/trolley for school to start the year which is also a lack of supervision. The center is **FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(16)a** as it pertains to supervision of children because of these two incidents.

In regards to child incident/accident reports. This consultant observed several incident reports for the school-age child (boy) above, but did not see an incident report in regards to that same child's sister being put on the wrong bus to start the year. The parent was notified, not by the center of the incident, but by another parent and bus driver. An incident report should have been done for this child related to this incident. The center is **FOUND TO BE IN NON-COMPLIANCE FOR LICENSING REGULATION 109.10(10)** in regards to incident/accident reports being completed.

In regards to the playground, center are not required to have climbing structures, but the center does have one. This structure had some repairs/modifications done to it and will be moved to its previous location most likely in the Spring when the ground is completely thawed. A number of years ago, the area was dug out and the structure put in and then filled with pea gravel to ensure that there should always be sufficient pea gravel depth. There is also one grassy area by a neighbor's home that has been used in the past. However, because of a storm, part of this neighbor's fence fell down. The center is not being held responsible for the neighbor's fence falling down, but they should not use this area until this neighbor can fix their fence. The center is **FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 109.11(3)a** at it pertains to the outdoor playground area.

Special Notes and Action Required:

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No further action is being required at this time.

In addition to the above information, the director stated she was in the process of reorganizing and would be putting learning stations back out in the classroom soon. The director also stated she would make sure there was a weekly, written lesson plan posted and/or available for observation. The director put a system in place for transportation school needs for children and what child goes to what school, etc. This is written on a white board. The director stated she would discuss with her staff watching what they say to children so that it is not construed as inappropriate discipline. The old office area will no longer be used as a timeout area unless staff can also be present in this area to provide careful supervision and remain in ratio every where else.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-725-2654 or email nknepper@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:

01-07-2019