Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Yellow Brick Road ECDC - Down Town **Enrollment:** 127 **License ID:** 51819

Street: 756 9th ST **City:** Des Moines **IA** **Zip Code:** 50309 **County:** Polk

Mailing Address: 756 9th ST

Mailing City: Des Moines **IA** **Zip Code:** 50309

Director's Name: Kacie Harms **Center Phone Number:** 515-285-2256

On-Site Supervisors: Amber Hibdon **E-Mail Address:** kacie.harms@ybrecdc.org

Date of Complaint: 05-23-2023 **Date of Visit:** 05-23-2023

[ ] 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:

It is alleged staff that Yellow Brick Road Daycare Center are not following medical protocol for a child who is a Type 1 diabetic. The child has been refused a fast acting carb when her blood sugar has been low. There have been incidents in which her levels have not been rechecked after being low. Not following medical orders could be potentially fatal to the child.

There was an incident on 6/1/23 in which the child's blood sugar levels were low. The child was given a fast acting carb but the child then went to sleep and wasn't checked for an hour and half. It is essential that the child are checked every fifteen minutes after being low.

Licensing Rules Relevant to the Complaint:

109.10(3)b For every day an authorization for medication is in effect and child is in attendance, there shall be a notation of administration including the name of medicine, date, time, dosage, given or applied, and the initials of the person administering the medication or the reason the medication was not given.

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:

5/25/23 This worker was going on vacation for two weeks. This worker discussed the complaint with Supervisor Savage. DHHS Sanders has been assigned this complaint also and will be working on the assessment during this worker's absence. DHHS Sanders was made aware this worker was unavailable for two weeks.

6/5/23 This worker and DHHS Sanders discussed the assessment. DHHS Sanders went to the daycare on 5/25/23. DHHS Sanders met with staff members and also spoke with Jenn Villegas, Regional Director of Yellow Brick Road Early Childhood Development Centers. Kasie Harms wasn't available on that date. DHHS Sanders met with the following staff: K.G., M.S., J.M., and A.M. DHHS Sanders has had several contacts with the family of the child. DHHS Sanders consulted with the child's medical providers, Blank Pediatrics Endocrinology and a nurse diabetes educator. DHHS Sanders provided information gathered in her interviews. DHHS Sanders and this worker will continue collaboration.

6/19/23 Phone meeting with Kacie Harm and Jenn Villegas. Discussed the concerns and licensing violations within this complaint. Discussed recommendations being made as a result. The child is no longer attending the daycare center. The mother ultimately made this decision. The parents had requested one on one care and the center can't provide that level of care. There had been several meetings with the family regarding the parents complaints. They don't feel the parents always did their part, such as making sure the sensor was charged or turned on. The center consulted with their public health nurse a few times and this wasn't helpful. They didn't reach out to the child's specialists or pediatrician. They believe the staff worked hard to ensure the child's medical needs were met.

6/20/23 Meeting with Supervisor Savage, Supervisor Camp, DHHS Sanders and this worker.

Special Notes and Action Required:

109.10(3)b
For every day an authorization for medication is in effect and child is in attendance, there shall be a notation of administration including the name of medicine, date, time, dosage, given or applied, and the initials of the person administering the medication or the reason the medication was not given.
VIOLATION
There were several occasions when staff did not administer, document and/or follow this child's medical treatment plan. There were times that staff did not communicate who was going to provide the medical care to the child, which led to the medical care not being done as needed. There was a time the child's shot was given thirty minutes late. There were times the child did not have her blood sugar levels checked every fifteen minutes after having a low blood sugar.

09.10(16)a
The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.
VIOLATION
On one occasion, the child fell asleep in the corner of the classroom for one and a half hours. The child had had a low blood sugar count and had been provided juice. The child should have had her blood sugar levels checked every fifteen minutes after this. The child didn't have this done for the entire time she was sleeping. The staff didn't realize the child was sleeping in the corner.

The daycare had the training and all the materials needed to provide for the child's needs while at the daycare. There had been a meetings with the parents and staff regarding the child's needs. There had been some meeting regarding the parents concerns also. The child had been diagnosed in June 2022. There weren't concerns with the daycare meeting the child's medical needs until the past few months.

When blood sugars are low, it is crucial the person receive timely treatment and their levels are rechecked every 15 minutes to ensure their blood sugar levels are rising to a normal level. Failure to do this can result in the person's brain and nervous system shutting down. This also could be fatal. The child's blood sugar levels were not rechecked after a low. Additionally, the child was then provided with insulin that would lower them even more. Not receiving adequate treatment due to a low blood sugar could result in the brain and nervous system shutting down. It could also be fatal.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

06-20-2023