Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Lil' Cubs **Enrollment:** 140 **License ID:** 18046

Street: 1120 S G AVE **City:** Nevada **IA** **Zip Code:** 50201 **County:** Story

Mailing Address: 1120 S G AVE

Mailing City: Nevada **IA** **Zip Code:** 50201

Director's Name: Abby Buttry **Center Phone Number:** 515-382-3333

On-Site Supervisors: Ashleigh Glauner/Rebecca Snodgress **E-Mail Address:** lilcubschildcare@gmail.com

Date of Complaint: 02-20-2024 **Date of Visit:** 03-01-2024

[ ] 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:

A staff member left a four year old child on the playground unattended for approximately five minutes. This staff member yells at children and grabs children. She has left children unattended in classrooms. Directors and owner are aware of how the staff member interacts with children.

Licensing Rules Relevant to the Complaint:

109.9(1)e All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.

Inspection Findings:

This worker went to the daycare and initially met with Abby Buttry, director. This worker explained the purpose of the visit.

Abby said she is aware the staff, M.G., left a child on the playground. The amount of time the child was on the playground was approximately five minutes. Another staff member, who was the parent of that child, saw the child outside. The child is four years old. M.G. said she had all of her children and wasn't aware she didn't have all the children when she had returned to the classroom. M.G. was written up for the incident. Abby provided a copy of the Discipline Action Form, which is in the staff's file. This happened in the afternoon, which is when M.G. is by herself for approximately a half hour. The majority of the time M.G. does not work by herself in classrooms. She is in ratio in classrooms but generally is with another staff. M.G. has a disability, she has some delays so probably a learning disability but isn't sure. M.G. worked here for several years previously then she recently started working at the center again. M.G. wears a lanyard around her neck with the children's names in the Wallabies classroom since the incident as a reminder of the children she is responsible for.

A second staff, M.M., joined the interview. Abby hasn't heard of concerns that M.G. left any infants alone and this wouldn't have occurred as she doesn't work in the infant classroom often and she has never been alone with infants. Abby hasn't gotten concerns that M.G. yells at children or has put hands on children. M.M. concurred with Abby's statements. Abby said M.G. works the majority of the time in the Wallabies and the staff she works with is available to speak with today.

This worker met with S.G, a staff who works in the Wallabies. She works with M.G. in the afternoons. M.G. does yell at the kids, this happens mostly when she is dealing with a child then M.G. comes over close to the child and yells and repeats what she has already said. She needs to do a better job of telling M.G. to stop interfering. M.G. will yell at the child and this is probably overwhelming to the child. M.G. does pull the kids by their hands or arms when she wants them to move. She does this when the kid is not following directions. M.G. doesn't do this rough but she does it too often. M.G. probably needs more training and Heidi, who is the lead, or the directors should probably help her understand more. She feels bad as she should have said something before and she could talk to the lead worker and the directors.
This worker met with M.G. Abby was present also. This worker explained the purpose of the visit. M.G. said she mainly works in the Wallabies. She likes working in this class best. M.G. said she likes working with other staff better than working by herself. M.G. said she wears something around her neck with kids' names on it so remembers who is in her room. M.G. wasn't able to explain the incident where she left the child on the playground when this worker asked a few questions. M.G. repeated she wears the list of names with children's names so she can remember the kids in her room. This worker asked M.G. how she addresses children when they need help and when they aren't making good choices. M.G. wasn't able to give direct answers.

This worker met with Abby and Abby had Amy Coogler, owner, joined on speaker phone. Amy has known M.G. for many years and hasn't had concerns with her interactions with children. A parent requested M.G. not work in the infant classroom due to personal conflicts, not due to safety concerns. Amy has not heard of M.G. yelling at children or being handsy or pulling children. This worker expressed concerns with M.G. being solely in charge of children due to the concerns reported and due to the conversation this worker had with M.G. Amy and Abby stated they would make immediate changes to the schedule and M.G. would always be working in classrooms with other staff. They will work with M.G. on appropriate ways to manage children's behaviors and to ensure she is not putting her hands on children. They will do training that M.G. is able to understand and support her so she is successful at the daycare. The children really like M.G. They can adjust her working hours today and ensure she will not be alone in classrooms effective today.

Amy sent an email stating M.G. was no longer employed at the daycare based on her own decision to leave.

Special Notes and Action Required:

109.10(16)a
The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.
VIOLATION
The staff member, M.F., left a four year old child on the playground. M.F. thought she had brought all the children she was responsible for inside the daycare building. M.F. did not realize she left the child outdoors when she was in the classroom. Another staff member saw the child outdoors.

109.12(2)b
Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used.
VIOLATION
Staff who work with M.F. said that M.F. yells at children often and puts her hands on children to move them when it isn't necessary. M.F. moves children by pulling them by their hands to areas she wants them to be in and these are times the children are not putting themselves at risk of hurting themselves or damaging property, which is the only time this should be used.

109.9(1)e
All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.
VIOLATION
The staff member, M.F., was overdue for Mandatory Training and Universal Precautions training.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

03-07-2024