

CHILD CARE CENTER COMPLAINT

Name of Center:	Creative Kids Company - Vinton	Enrollment:	77	License ID:	52511
Street:	308 E 13th Street	City:	Vinton	IA Zip Code:	52349
County:	Benton				
Mailing Address:	203 Cottage ST				
Mailing City:	Shellsburg	IA Zip Code:	52332		
Director's Name:	Meredith Zuspann & Kelsey Fish	Center Phone Number:	319-436-5877		
On-Site Supervisors:	Holli Lewis & Mindy Kies	E-Mail Address:	creative.kids.vs@gmail.com		

Date of Complaint: 06-13-2025**Date of Visit:** 06-20-2025☒ 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:**

On 06/13/25 a concern was reported regarding an incident at Creative Kids Company in Vinton. It is reported that a three-year-old child was left outside on the playground unsupervised for approximately fifteen minutes.

Licensing Rules Relevant to the Complaint:

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

CHILD CARE CENTER COMPLAINT

On 06/13/25 I had a collateral contact with Kristy Behounek from the Department of Health and Human Services. Arrangements were made for a joint visit to Creative Kids Company in Vinton.

On 06/15/25 I planned with Meredith Zuspann, one of the co-directors, for an announced visit on 06/20/25. Ms. Zuspann states she would have the recording of the incident ready to be reviewed during the visit.

Ms. Zuspann emailed me with the plan of how they were going to move forward when dealing with transitions:

- All staff doing a 'name to face' check using the Playground App (our school age staff does this for various transitions on and off site but preschool staff are not as accustomed) as a tool to cross check and so that leadership has a record of when this is done.

- The name to face check will be done at the door into the building, rather than at the school playground gate to make sure that everyone transitions

- Clearly communicate these expectations with staff, including which exact times of the day the name to face checks are expected to be done (leaving the classroom, and returning from the playground inside, leaving the gym and returning back into the classroom, boarding the bus and exiting the bus). We will inform them that they can always do this name to face check more often than this, but that they should not be doing it any less

On 06/20/25 Kristy Behounek from the Department of Health and Human Services and I made an announced visit to Creative Kids Company in Vinton. We met with Meredith Zuspann, a co-director. Ms. Zuspann states she was not present the day of the incident. Ms. Zuspann shared copies of the "Creative Kids Transition Safety Plan". This is a thorough and well planned detailed procedure on how staff members are now required to handle transitions. In addition to the documentation provided to me, the staff members must watch a video of Ms. Zuspann going over the plan. Then staff members must sign off on the plan and then Ms. Zuspann and Kelsey Fish, the co-director, must sign off on it.

Billie Jo C. and Grace S. were the staff members outside with the children.

Ms. Behounek and I reviewed the video recording taken from the playground on the day of the incident. The video does not have sound. The video shows the children lined up near the gate. Billie Jo walks out to unlock the building door because Grace was subbing that day and did not have keys. Grace was in the front of the line and when the children started to leave the playground area to walk inside, the child in question ran out of the line and hid under the piece of climbing equipment on the playground. Once the children were no longer in sight he came out of hiding and walked up to the gate, which was now closed. The child walked around the play area playing on the swing, he went to the sandbox, played with the teeter totter and played on a spinning toy. He then went back under the equipment for a period of time. When he comes back out, he walks up to the gate again. An unknown child, who was not from the center, opened the gate for the child and the child stood by the door of the building until he was seen by another staff member, Shyra H.

Billie Jo, Grace and Shyra were interviewed and confirmed what was seen in the recording.

Special Notes and Action Required:

109.10 (16)a. Supervision. The center director and on-site supervisor shall ensure that each staff member, substitute, or volunteer knows the number and names of children assigned to that staff member, substitute, or volunteer for care. Assigned staff, substitutes, and volunteers shall provide careful supervision. VIOLATED. The child was left unsupervised for approximately fifteen minutes. Creative Kids Company has implemented a safety plan and a transition plan after this incident occurred. All staff members have been training on the new face to name plan to make sure all the children are accounted for so this incident does not happen again.

I believe the center has taken this situation very seriously and has taken the necessary steps to prevent it from happening again. There was no indication that the child was left alone intentionally. The child left the line and hid under playground equipment.

Currently, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:

Date:

07-16-2025

CHILD CARE CENTER COMPLAINT

Rebecca Frost