Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Kountry Kids Child Care **Enrollment:** 95 **License ID:** 50778

Street: 200 12th Street **City:** Harlan **IA** **Zip Code:** 51537 **County:** Shelby

Mailing Address: 200 12th Street

Mailing City: Harlan **IA** **Zip Code:** 51537

Director's Name: Pam Klinkefus **Center Phone Number:** 712-235-2411

On-Site Supervisors: **E-Mail Address:** kountrykids@fmctc.com

Date of Complaint: 04-12-2023 **Date of Visit:** 05-03-2023

[ ] 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:

The program is ridiculously understaffed. This morning the 2yr old sand preschool were all together with one staff member, and 5 kids were playing in another room and the staff member didn't even know. The program continues to enroll children.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

Inspection Findings:

An unannounced complaint visit was made to Kountry Kids Child Care on 5-3-2023. I met with the director Pam Klinkefus and discussed the complaint with her. Pam said that when staff call in to be absent in the morning it takes time for her to call and get other staff to come in. Some rooms are over ratio in the morning until back up staff are called in and they usually arrive by 8:30 am. Pam said her and Mindy have been working in ratio in program rooms a lot.
Pam and other staff said the children are being supervised and they are not aware of children playing in another room and staff weren't aware of it - they don't believe that is true.
Pam said she has hired new staff and they will be starting soon.
I talked with staff and they confirmed that the mornings are hard and sometimes they aren't in ratio for a short period of time due to staff calling in. Staff report that the staffing/ratio issue is usually fixed by 8:30 am.

Special Notes and Action Required:

Non-Compliance with Regulations Found. The beginning of the day is difficult due to staff calling in leaving rooms out of ratio. Pam works hard to rectify the ratio situations as timely as she can by calling staff to come in. Pam and Mindy have been working in ratio in program rooms. Pam believes the ratio issue will be fixed as new staff will begin working by the middle of May.

Review ratio requirements with staff, please post ratio requirements in room. Make sure you schedule an adequate number of staff in the mornings, you should schedule extra staff in the morning if staff continue to call in sick.

Some rooms were cluttered - please clean rooms and remove the clutter.

Consultant's Signature:

Kathy DeGeorge-Evans

Date:

05-26-2023