Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Mt. Pleasant Childcare Center **Enrollment:** 42 **License ID:** 51508

Street: 304 W. Washington St **City:** Mt. Pleasant **IA** **Zip Code:** 52641 **County:** Henry

Mailing Address: 304 W Washington ST

Mailing City: Mount Pleasant **IA** **Zip Code:** 52641

Director's Name: Cairece Allen **Center Phone Number:** 319-348-1984

On-Site Supervisors: Ivet Rodriguez **E-Mail Address:** mpchildcare9@gmail.com

Date of Complaint: 06-23-2023 **Date of Visit:** 06-30-2023

[ ] 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:

On 6/22/2023, a child (age 4) was left unsupervised in the restroom at Mount Pleasant Childcare Center for approximately 25 minutes. He was not accompanied by staff while he was in the restroom. He did not want to come out of the restroom as he did not have a clean pull up to put on, and therefore remained in the restroom. He did not suffer any harm and there is no information that his basic needs went unmet.

Licensing Rules Relevant to the Complaint:

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:

The determination of this report was based on interviews with staff, parents of the child and other DHS personnel meeting with parents and child, and a review of incident reports.

I spoke with the parents of the child. They expressed concern that this issue seems to be a pattern at the center. They felt the center did not take the matter seriously and have little confidence supervision issues will be rectified. Parents unenrolled the child from the program.

Staff (Celsey F. and Derek M.) wrote incident reports. They were vague and no staff involved took responsibility for the lack of supervision of the child. I reviewed staff records. Both staff had been employed at the center for 2 months or less. Both staff had completed Essentials Preservice training, which is required within the first 90 days of employment.

Other DHS personnel visited the center on 6/30/23, and observed the program areas. She conducted staff and administration interviews and met with the child and parents. It was determined from statements that the child was unsupervised alone for 25-30 minutes.

1. 109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. A child was left unsupervised between 25-30 minutes in the center restroom. He was later found by another staff member not assigned to his care. VIOLATION

Special Notes and Action Required:

The program will remain on a Provisional License. Both staff will be disciplined by administration with written warnings. In order to maintain supervision, the center shall put the following practices into place immediately:

Hourly classroom counts (form attached): hourly classroom counts will be conducted by the Director, Assistant Director or On-Site Supervisor. Each child will be counted and marked as present until the timeframe marked when they have left.

Supervision training: all staff will complete the Penn State Better Kid Care Course Supervision: What's Required? no later than Thursday, June 29th.

Staff meeting: all staff will meet with CCR&R Consultant, Jodi Norton, on Tuesday, July 18th at 5:45pm to discuss active Supervision.

Transition: children will not be transitioned to any other teacher unless the children are in the classroom. Children will not be switched between teachers while in the bathroom, lunchroom, gross motor space or outdoors.

Counting: staff will practice name to face counting each time leaving and arriving to a new space, ie: line up to leave the classroom and go to the bathroom: staff will look at photo cards and say each child's name. If a child is present without a card, the staff member will confirm when the child arrived and mark them as necessary. If a child is absent but the card is present, the staff will not leave the space but call for the designated staff in charge to confirm the child's absence. Upon arriving to the bathroom, the staff will again count the children by saying each child's name and looking at their picture. This will be repeated when arriving back at the classroom. Staff will count children and cards each time upon leaving and arriving the classroom, lunchroom, bathroom, gross motor space and outdoors.

These actions were sent in a detailed email on 6/23/23 by Jodi Norton to the center, IQ4K Specialist Child Care Resource & Referral of Southeast Iowa Community Action of Eastern Iowa jnorton@caeiowa.org T: 319-321-8810 500 E 59th St.| Davenport, IA 52807| www.iowaccrr.or Serving 19 Counties

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The Board, HHS, CCNC and CCR&R met by Zoom on 7/2/23 and discussed what other services or actions can be implemented to assure safe supervision is achieved.

On 7/6/23 CCR&R Consultant Norton sent the Board President Director trainings that may be beneficial.

On 7/25/23 Director from NLCCC visited the center, observed daily practices and made recommendations. She invited the Director to tour NLCCC and observe the program.

Consultant's Signature:

Jill Seibert

Date:

07-26-2023