Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Prime Time Youth Care - Pickwick **Enrollment:** 100 **License ID:** 51534

Street: 1306 W Williams **City:** Ottumwa **IA** **Zip Code:** 52501 **County:** Wapello

Mailing Address: 1306 W Williams

Mailing City: Ottumwa **IA** **Zip Code:** 52501

Director's Name: Becky Eaton **Center Phone Number:** 641-683-6337

On-Site Supervisors: Breanna Berry **E-Mail Address:** becky.eaton@ottumwaschools.com

Date of Complaint: 06-30-2023 **Date of Visit:** 07-05-2023

[ ] 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 caller stated the rooms are way out of ratio in the afternoon. Currently one room has 1 staff with twenty children and another room has two staff with 34 children. They are also mixing the ages of the children.

Licensing Rules Relevant to the Complaint:

109.8(2)a Combinations of age grouping for children four years of age and older determine ratio on age of majority in group.

109.8(2)b Combinations of age groupings for children between 3 and 5 years of age may be allowed with a staff of 1 to every 12 children.

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:

I contacted the program Director. She indicated staff called in Friday afternoon, but the Director staffed appropriately for coverage. When the children came in from recess the Director indicated ratio may have been violated at that time. The Director spoke with staff who worked that day and they indicated they were not over ratio. The Director provided me with a list of children and staff present and ages of the children.

I attempted to phone the reporter five times with no response.

I made an unannounced visit to the center on 7/5/23. The program was in compliance with ratio standards. OSS Berry stated three year old children were combined with school age children in the same room for lunch and at recess and occasionally in the main program area. Staff are assigned specific children and maintain supervision of their specified group.

1. 109.8(2)a Combinations of age grouping for children four years of age and older determine ratio on age of majority in group. NO VIOLATOIN
109.8(2)b Combinations of age groupings for children between 3 and 5 years of age may be allowed with a staff of 1 to every 12 children. NO VIOLATION

Rationale and Recommendations For Implementation
Standards for staff ratios are based on what children need in order to have a reasonable amount of quality, nurturing care. The ratio of children to adults allows for increased one-to-one interaction, knowledge of individual children, and consistent and safe caregiving. Research shows that the staff/child ratio is the most critical for children from birth to three years of age. While a low staff/child ratio does not in and of itself guarantee that quality care is provided, it does increase the likelihood that staff will be able to provide more individualized, interactive, direct care and increases staff's ability to respond to emergencies, tend to children with minor illness, etc.

General Ratio Requirements
A combined age group may be accomplished in a segregated program room or in a general-purpose program area. Combinations of age groupings are permitted in child care centers. When combining age groups, consider the amount of time spent in a combined group, the personal needs of the children, and the safety considerations of younger children when
combined with school-age children. Be mindful of the fact that too large of a group may impede the activity level, interaction, and overall development of the children.
In addition, the larger the group, the more stress this places on staff in trying to meet individual needs, coordinate group activities, and provide for overall supervision. Higher stress levels of staff are associated with inappropriate responses to situations, abuse due to a loss of control, and high staff turnover.

2. 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 school age child came to the office while I was present on the complaint. She was unaccompanied by staff and was searching for a water bottle. Staff and administration indicated school age children are allowed to go to the restroom alone if staff trusts the child. No child in the program can be unsupervised. Especially since this program has three year old children up to 6th grade children in the same program space. VIOLATION

Special Notes and Action Required:

The Director will work on staff and child scheduling to assure staff are not out of ratio for any amount of time. The Director is changing the schedule so that three year old children are not with older school age children outdoors or at lunch. A referral as made to CCR&R on this issue.

Consultant's Signature:

Jill Seibert

Date:

07-06-2023