Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Lil' Mustangs Child Care Center **Enrollment:** 80 **License ID:** 51170

Street: 309 S Lincoln ST Ste 2 **City:** George **IA** **Zip Code:** 51237 **County:** Lyon

Mailing Address: PO BOX 404

Mailing City: George **IA** **Zip Code:** 51237

Director's Name: Hailey Riediger **Center Phone Number:** 712-475-6088

On-Site Supervisors: **E-Mail Address:** lilmustangsccc@gmail.com

Date of Complaint: 01-05-2024 **Date of Visit:** 01-16-2024

[ ] Scheduled **[X]** Unannounced **[ ]** NA

[X] 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

The caller has two children who have attended the daycare. The youngest child was in the 2-3's room and the oldest was in school age room. The caller pulled her youngest child, because the child was being bitten and hurt. The child then became aggressive with other children, and the school was calling all the time. Many times she did not receive incident reports, and when she asked what happened staff did not know and nothing was done to find out. The older child is in the school ager room, but is moved between that room and the preschool room due to ratio. The older child does have some behaviors and the caller has provided information and techniques used at home to help with de-escalation. Staff do not use. Additionally, on November 27, 2023 child got off bus at daycare. Staff did not see child. Child did not see staff, so child started walking home. A friend of the family was at the daycare. observed the entire situation and she got the child and called the child's mother.

Licensing Rules Relevant to the Complaint:

109.10(10) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes:Minor injuries.Minor changes in health status.Minor behavioral concerns.Incidents resulting in injury to a child.Shall be verbally notified immediately when there is:A serious injury to a child.An incident resulting in significant change in health status.An incident includes child being involved in inappropriate, sexually acting out behavior.A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file.Serious injuries and deaths must be reported to the Department within 24 hours.

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:

Licensing completed a visit to Lil Mustangs Childcare on 01-16-24. Due to inclement weather delayed the visit from when concern was called in. The following was based upon observations while on site and with Director Hailey Spielman and review of cameras.

109.10(10) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes: RULE VIOLATED

Minor injuries.
Minor changes in health status.
Minor behavioral concerns.
Incidents resulting in injury to a child.

-Ms Hailey stated that she is just returning from maternity leave(November 2023 to 01-15-24). While she was gone the onsite was to be in charge while she was on leave. Prior to her going on leave the onsite resigned. Therefore, two lead staff were in charge. Upon returning Ms Hailey is finding out that staff were not completing incident reports per the centers policies. Ms. Hailey has visited with staff regarding the importance of completing incident reports.

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

-Ms Hailey stated that there was an incident where a child got off the bus and did not see staff nor did staff see child get off the bus. Child started walking home rather go into the center. Child was seen by another parent and called parent.
-Ms. Hailey has changed their procedures when it comes to bussing. There are now two staff who go out to get children off the bus(rather than one). Staff are to take a clipboard with them to do role call of kids that get off the bus. If a child does not get off the bus they are to contact the parent right away to confirm if there was a change that did not get communicated to the center.
-Ms Hailey stated they did update their policies regarding children with behaviors. The program was calling parents to come get the child if they were upset and were destructive. The program is wanting to work more closely with the parents to help them work with child's behaviors if at all possible.

Special Notes and Action Required:

It is expected that Director Hailey Riediger will continue monitoring staff and children interactions to ensure children are safe.

Consultant's Signature:

Jana Drew

Date:

02-29-2024