Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Our Savior Little Lambs Day Care **Enrollment:** 20 **License ID:** 29420

Street: 301 3rd Street N **City:** Swea City **IA** **Zip Code:** 50590 **County:** Kossuth

Mailing Address: PO Box 134

Mailing City: Swea City **IA** **Zip Code:** 50590

Director's Name: Malloree Jorgensen **Center Phone Number:** 515-272-4696

On-Site Supervisors: Audrey Griese **E-Mail Address:** littlelambs@ringtelco.com

Date of Complaint: 09-17-2025 **Date of Visit:** 09-19-2025

[X] Scheduled **[ ]** 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:

A complaint was received that a child attending Our Saviour Little Lambs had a hematoma and abrasion on the forehead that was believed to happen while at the daycare but no information was provided to the family regarding the injury.

Licensing Rules Relevant to the Complaint:

109.10(8) 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 a significant change in health status.An incident includes the 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.

Inspection Findings:

A call was made to the center on 09-18-25 where I spoke with the on-site supervisor, Audrey Griese, who was informed of the complaint and arrangements were made to schedule a time for the following day to meet with staff that would have been caring for the child.

A call was received from the center directory, Malloree Jorgensen, who stated she had been notified by Audrey who informed her of the concern. Malloree stated that she did not think that the injury occurred at the center and noted that the child had a scratch on the forehead when arriving. Malloree did note that the child is aggressive with peers and as a result if anything did happen at the center was probably from a peer responding back to the child. Malloree stated that the child also had a "goose egg" injury on the head which had not happened at the center and Audrey may know more about that. Malloree stated that the family has been having issues and the child's mother has been blaming the center for many things.

A scheduled visit was made to Our Savior Little Lambs Day Care on 09-19-25 where DHHS co-worker Kelly McKeever and I met with Audrey Griese. Audrey was aware of the concern and stated that the center did not have an incident report regarding the injury as they were not aware of the injury until they were informed of its presence by the child's mother. Audrey stated that she thought the "goose egg" the child had on their head may have been from when the children were on the playground. Audrey did provide a copy of an incident report dated 07-07-25 regarding the child having a bump on the forehead when playing outside on the playground. Audrey did note that the child does have a lot of behavioral issues at the center and if they did an incident report on everything they would be writing reports all the time. In reviewing the child's file there was limited documentation regarding any incident/accident reports. Audrey stated that the child is very physical with other peers especially with girls and smaller boys. Audrey stated that the behavior includes pushing, nad hitting them. Audrey stated that she has not observed any concerns regarding any kind of sexualized behavior but thought her co-worker Lia may have.

We did speak with Lia Miles who was also aware of the concern and stated she had not observed any injury. Lia did state that while it was possible the injury occurred at the center she was not sure that it did and not seen anything that would have caused it. Lia stated that she was not aware of the injury until after the child had left the center and so had not completed an incident report. Lia did note that the child does have a history of being aggressive with peers hitting them with hands and toys, and pushing them. Lia stated that she has not seen any injury to peers, nor did she identify any concerns regarding any sexualized behavior.

We did speak with Samantha Purscell who stated she is a volunteer who provides assistance at the center but was not present at the center on the day the injury was reported to have occured.

During the visit the child identified in the complaint was present and I was able to observe the child who did have a large bump on center of the forehead, and a small scratch to the side of the forehead. It was identified that the child is 22 months of age and the injuries did appear to be consistent with what could be expected from normal childhood play. In fact during the visit the child did come running toward me in a manner that required me to move a hardbound storage case clipboard I was carrying to prevent the child from striking their forehead on it. A request was made to review the center handbook(s) regarding incident reporting policies and while the center did not have a printed copy immediately available a copy was forwarded by e-mail. In reviewing the center Parent Handbook the center does not have an identified Incident Reporting policy as required. The center does make reference to completing behavior sheets if there is a serious behavioral problem, and that if a child receives an injury and needs to be transported to the hospital the parent/caretaker will be notified immediately.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.10(8) 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 a significant change in health status. An incident includes the 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.
-- The child identified in the complaint was observed to have a noticeable bump to the center of the forehead, and a scratch to the side of the forehead. Those injuries are consistent with normal childhood play for the age and developmental level of the child. All staff stated that they were unaware of the injuries until being informed by the child's mother after the child had left the center and so did not complete an incident report. While the time and cause of the injury is unknown and it is possible that the specific injury identified in the complaint did not occur at the center and/or was not observed by staff prior to the child leaving the center all parties provided information that incident reports are not being completed as required. In addition the center policies as written are insufficient and do not provide adequate guidance or information on when incident reports will be completed.

Special Notes and Action Required:

This complaint is SUBSTANTIATED and the following actions are required and/or recommended. A full license will remain in effect.

REQUIRED:
1. The center will revise the policy handbook to ensure that a written incident reporting policy is clearly stated and provides guidance on when incident reports will be completed. A referral to CCR&R will be made to offer assistance to the center on developing the policy.

RECOMMNEDED:
1. The center identified that due the child identified in the complaint has frequent and consistent behavioral concerns to the point that documenting each individual incident would become cumbersome and monopolizing of time. It is recommended that the center consider speaking with the parents about an agreement for options to reduce how documentation will be maintained such as creating a daily notebook or log approach where staff can make brief notation of concerns over the course of a day that are communicated to parents rather than individual forms for each incident.

Consultant's Signature:

Ray Salsbury

Date:

10-02-2025