Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: A Mothers Love Childcare Center **Enrollment:** 67 **License ID:** 50777

Street: 5821 C St SW **City:** Cedar Rapids **IA** **Zip Code:** 52404 **County:** Linn

Mailing Address: 5821 C St SW

Mailing City: Cedar Rapids **IA** **Zip Code:** 52404

Director's Name: Elease Jones **Center Phone Number:** 319-491-0775

On-Site Supervisors: Elease Jones **E-Mail Address:** eleasejones@amotherslovesw.com

Date of Complaint: 04-05-2024 **Date of Visit:** 04-10-2024

[ ] 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 4/5/2024, a complainant reported the carpets are not vacuumed, dirty, and have piles of dirt on them. The complainant reported there are choking hazards. The complainant reported staff mix up bottles and give any baby the bottle. The complainant reported staff do not change children for hours and it would be 2-3 hours between diaper changes. The complaint reported staff leave children in wet diapers but do change "poopy" ones. The complainant reported a lot of babies have diaper rash. The complainant reported children are not buckled into infant room swings, they have fallen out, they have hit their head on the floor, they cry, and they may have red spot on head for 15 minutes. The complainant reported one baby slipped out of a jumper bounder because it has no buckles and the baby looked too big for the bouncer. The complainant reported staff grab children by the wrist rather than under the arms. The complainant reported staff use foul language in front of the children. The complainant reported door to outside of the classroom does not lock and children constantly get out. The complainant reported windows do not lock in the gym room, there are no screens, and children are opening the windows. The complainant reported children have pink eye and are vomiting but refuse to sent them home. Complainant reported staff are forced to work when sick.

Licensing Rules Relevant to the Complaint:

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Adequate indoor and outdoor space is provided. The outdoor area shall include safe play equipment and area of shade. Sufficient space provided for dining. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. sufficient cooling. Sufficient bathroom and diapering facilities. Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.

109.12(5) Environment for children under age two protects from harm but does not unduly restrict development.

109.12(5)g Infant walkers are not used.

Inspection Findings:

CHILD CARE CENTER COMPLAINT

On 4/10/2024, licensing conducted an unannounced visit to A Mother's Love. The following is based upon a face-to-face interview with assistant director Trisha Luten, face-to-face interview with infant room staff, discussions with other staff throughout the center, review of administrative items, and observations while on-site:

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease. RULE NOT VIOLATED.
- Review of the program's child care management system documentation, observations while on-site on 4/10/2024 and discussions with management and staff support the program has policies and procedures for infant feeding which align with Code requirements and that staff are following. This includes each infant having his/her own labeled bottles with separate storage area and bottles being prepared unique to each child as needed (e.g. human milk, parent provided formula, one center provided formula). Staff denied making bottles with whatever and giving them to whomever.
- Review of the program's child care management system documentation, observations while on-site on 4/10/2024 (e.g. dry-erase board) and discussions with management and staff support the program has policies and procedures for diapering which align with Code requirements and that staff are following. Staff reported checking and changing diapers every 2 hours and more when needed. Staff denied leaving any child in any kind of soiled diaper. Staff acknowledged some enrolled infants have rash/redness which is treated with parent provided diaper creams. Licensing, management and staff discussed diaper cream manufacturer labels and the need to request parents seek physician care for their child if creams are used for more than 7 consecutive days, the child is regularly upset indicating pain during diaper changing, and/or the rash is worsening or not resolving.
- On 4/10/2024, licensing perused all classrooms. The toddler room carpet and rug were observed to have some evidence of stains. Staff reported the stains were the result of sensory items that had leaked onto the carpet and rug damaging them. Management and staff reported carpets and rugs are vacuumed at least one time a day. Management reported carpets and rugs are also periodically professionally steam cleaned. Management also talked about being in the process of obtaining a new handheld carpet steamer as the previous one recently stopped working.
- On 4/10/2024, licensing did not overhear any staff using foul language. Staff also denied using foul language at the center or around the children.
- On 4/10/2024, upon arrival to enter the building, licensing observed gym room windows to be open and children using the gym space. When inside the building, licensing observed the preschool and gym room window locks. Some of the window locking mechanisms were observed to not be properly securing. Some of the windows also had missing or damaged screens. Licensing and management talked about the balance of safety (e.g. children going out a window, vermin/insects) with the ability to access fresh air. Management reported that the landlord is aware of the need to repair these items items but has not yet done so. Management agreed to post signage where there are damaged window locks, missing window screens, and/or damaged window screens reminding staff to refrain from using them and to not allow children to access them either. Management agreed to reach out to the owner again as to the needed repairs.
- Management and staff reported sending a child home on the morning of 4/10/2024 for symptoms (e.g. watery eyes, crusting of eyes) consistent of pink eye. Management and staff denied keeping children or staff with symptoms of illness at the center. Management did acknowledged, however, that medical documentation may be requested for staff calling out due to illness.

109.12(5) Environment for children under age two protects from harm but does not unduly restrict development. Infant walkers are not used. RULE PARTIALLY VIOLATED.
- On 4/10/2024, an infant walker was observed in the infant room. Licensing, management and staff reviewed rule not allowing infant walkers. The infant walker was immediately removed from the infant room. REMEDIED.
- On 4/10/2024, licensing observed staff place an infant into a bouncy seat, engage the safety straps, the infant attempt to roll, and that staff removed the infant from the seat. Licensing and staff discussed ensuring all manufacturer instructions are followed as an infant may meet the height and weight requirements for a bouncy seat but may have advanced developmentally making such a device no longer appropriate to use for that specific infant.
- Staff denied not engaging safety straps on any equipment with safety straps.
- Staff denied that any infant has fallen out of an infant container.
- Licensing, management and staff discussed the use of infant containers including that all furnishings and equipment used in licensed childcare shall be US CPSC and ASTM compliant, not be subject to a recall and be used as the manufacturer instructs (e.g. height, weight, age, duration, purpose). Management and staff agreed to label each on-site infant container with manufacturer instructions to ensure proper usage.
- Management denied that anyone has come to them expressing any of the concerns including those outlined in this complaint. Management discussed how they believe the source of this complaint is a former employee who received redirection from management last week, voiced unhappiness afterwards, left for a lunch break, and just didn't return to complete her shift.

Special Notes and Action Required:

Based upon the above, no response to this report is requested.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHHS Licensing Consultant to inquire.

Consultant's Signature:

Amy Lyons

Date:

04-11-2024