Iowa Department of Human Services
CHILD CARE CENTER EVALUATION AND RECOMMENDATION FOR LICENSE

Name of Center: Frontier Childcare **Enrollment:** 60 **License ID No. (Reapplications)** 24218

Street: 3021 78th ST **City:** Norway Iowa **Zip** 52318 **County:** Benton

Mailing Address: PO Box 299, Norway, IA, 52318

Director's Name: Shelly Huxford **Phone Number:** 319-227-7996

On-Site Supervisor(s): Sarah Sliter **E-Mail:** shelly.huxford@frontiercoop.com

Date(s) of Visit: 09-26-2023

X **Licensing Visit** X **Unannounced Visit** **Off Year Visit** **Administrative Change**

LICENSING VISITS

New Application X **Re-Application** **NA**

Signed Application (470-0722) Received **Yes** X **No** **NA** **Date Signed:**

FIRE INSPECTION X **State** **Local** **NA** **Is Fire Inspection Approved?** X **Yes** **No** **NA**

Date Inspected: 07-13-2023

Comments : Compliance on 07/21/23

LICENSE TYPE: X **Child Care** **Preschool (ages 3-5 meets three hours or less per day)**

Financial Type: X Profit Non-Profit NA

Accredition: Accredited NAEYC NSACA Other X NA

Program Serves: X Infants (0-23 mo.) X 2 Years X Preschool-Age X School-Age

Get-Well Evening Care Special Needs

SCHEDULE: X Year-round School-Year Summer Only

HOURS:	*Year-round*	*School-Year*	*Summer Only*

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Age	Capacity
General	26	12	38	36	112
Summer					0

QRS Rating: N/A

RECOMMENDATION FOR LICENSE:	
X	**FULL** license from 08-01-2023 to 08-01-2025
	PROVISIONAL license from
	DENIAL of initial application
	SUSPENSION of license
	REVOCATION of license

Licensing Consultant: Becky Frost **Date:** 09-29-2023

I. IF CURRENT LICENSE IS PROVISIONAL, IDENTIFY THE CORRECTIVE ACTIONS

Not applicable.

II. IDENTIFY THE AREAS OBSERVED ON THE VISIT:

On 09/26/23 I made an unannounced licensing visit to Frontier Childcare in Norway. I met with Shelly Huxford, the director. Ms. Huxford started with the center in 1993 and became the director in 2011. The program employs sixteen staff members.

The program operates out of a building adjacent to the Frontier Natural Products Co-op business. The program has been in operation since 1976. The program operates 7:00 am until 6:00 pm Monday through Friday and serves infants through school-aged children. The childcare center is only available to employees of Frontier Natural Products Co-op. There are currently 60 children enrolled.

The program operates out of six rooms: Infant 1 (6 weeks-12 months), Infant 2 (12-24 months), Toddler 1 (two-year-olds), Toddler 2 (three-year-olds), preschool (four-year-olds) and Day Camp (school-age children). An inspection of each room was completed. Windows provide natural lighting for every room except the Day Camp room where artificial lighting is used. The rooms are decorated with the children's art projects and the children's date of birth.

All rooms were within ratio during my visit.

The centers observed on the day of the licensing visit include library, Lego/blocks, table toys, games, puzzles, transportation, art/crafts, dramatic play, math, science/discovery, woodworking, sensory table and Play-Doh. Centers were arranged in a manner that allowed easy movement between activities and allowed for clear supervision by staff members. Most materials inside the center were in good condition. There is a butterfly mat in the Infant 2 room that has several tears with exposed foam. This makes it unable to be sanitized. This should be repaired or removed. The materials are located at child level, so they were easily accessible to the children. In the preschool room you need to either unplug the television when it is not in use or secure the electrical cord so the children do not have access to it.

There is a bathroom in the preschool room that has two toilets and one sink. There is a shared bathroom between the Toddler 1 and Toddler 2 rooms. This area has three toilets and three sinks. There are handwashing procedures posted in both locations. In addition to sinks in the bathrooms, there is a handwashing sinks in each of the rooms, other than the Day Camp room, and handwashing procedures were posted. There are diaper changing tables in the Infant 1, Infant 2 and Toddler 1 rooms. Diaper changing procedures were posted. The Infant 1 and Infant 2 rooms also have additional sinks for food prep.

The center uses a variety of resources to develop lesson plans. All the rooms follow the same theme- each week but each of the teachers create their own lesson plans.

The program uses Pro Care to complete daily sheets for all the children in the program. The program is currently only completing daily sheets on children under the age of 18 months old. Daily sheets must be completed for all children under the age of two-years-old. The parents can view the site throughout the day to see what the children are doing for activities and staff members are able to send them pictures.

Pro Care is used to communicate with all the parents in the center. Staff members complete newsletters in the app and incident/accident reports are completed in the app. Parents check their children in and out of the center using the app and Ms. Huxford uses the app for billing purposes.

I reviewed documentation of monthly fire and tornado drills. I reviewed documentation of monthly playground inspections. A radon test was last completed in January 2021 and is only good for two years. Radon test kits have already been ordered to complete the testing as soon as possible. The previous results were within EPA guidelines.

The center did not have a current annual fuel burning inspection. The last one was dated 11/23/21. At that time no concerns were noted. The center did have the inspection completed following my visit. A carbon monoxide detector was on site in the hallway near the entrance. Outlets were protected. The fire marshal inspection occurred on 07/13/23.

In the med box in the Infant 2 room there were a couple diaper creams that were not labeled. Staff members state they do not use those creams. There was also a homemade product in a small Tupperware container. Homemade products cannot be used in childcare unless they come with directions for use by a pharmacist or doctor. The center cannot use any product that does not come with directions. The center was not using this product.

The program does not participate in the Child and Adult Care Food Program (CACFP) but does follow the guidelines. The center provides the children with breakfast, lunch and an afternoon snack. Jessi Ballard is the cook. She has been with the program for five years. Ms. Ballard prepares a new menu each month. Menus were available to review. Ms. Huxford states the program is 100% natural and they serve all organic food. The children are involved in composting and recycling. They teach the children it is important to take care of the Earth.

Most of the classrooms eat everything in their rooms. They have one smaller room which is currently occupied by the two-year-old children and they eat in the cafeteria. Ms. Ballard delivers the food to the classrooms already dished out for the children on plates. The children eat in shifts.

I observed the kitchen to be clean and organized. There is an industrial refrigerator, an industrial freezer and two upright freezers. Thermometers were present. The kitchen has an industrial dishwasher. Everything other than bottles from the infant room go through the dishwasher. Food items were stored according to NHSPS guidelines.

There are refrigerators in the Infant 1 and Infant 2 rooms and thermometers were present. Parents provide the formula, baby food and cereal until the children begin eating table food. There is a lactation room for nursing mothers. Staff members wash the bottles in the classroom using the three-step method. There is a

The center uses bleach and water to sanitize the food tables. AKTIVE Disinfecting Wipes are used to disinfect the diaper changing tables. The directions for this product state you must use enough wipes for the table to remain visibly wet for ten minutes in order to disinfect the table. This would require the use of multiple wipes. The center immediately changed to using bleach and water to disinfect changing tables. Changing tables and food tables must be cleaned with soap and water prior to sanitizing or disinfecting them. The program is currently not doing this. I did speak with staff members about including this step. This has been corrected.

I discussed or observed diaper changes and staff members are following the appropriate steps.

There was a phone with emergency numbers in each of the classrooms. Add the poison control number to the phone in the Day Camp room. Emergency fire and tornado procedures and evacuation diagrams were posted by the main program doors and outdoor exits throughout the center. A daily schedule was posted in each room and lesson plans were available for review.

There are three outdoor play areas and they are fenced in. Rubber tiles are used for surface cushioning in the area for the Infant 1 and Infant 2 rooms. The rubber tiles have several large gaps that are a tripping hazard for children and staff members. This must be corrected. There is also a grassy area. The area has riding toys, a tunnel, basketball hoops and balls, rocking toys, small slides. Dramatic play equipment and a playhouse. There is a pergola shade shelter.

The second area is for the Toddler 1 and Toddler 2 rooms. There is a large grassy area. Pea gravel is used for surface cushioning. There is a piece of climbing equipment with slides and other activities. There was a slide on the grass that has a fall height of greater than 18 inches so it needs to be moved onto the fall surfacing. There is a sandbox in the area that needs more sand. Trees provide shade.

The third area is for the preschool and school aged children. There is a large grassy area and trees provide the shade. There uses to be a tarp for shade but it was destroyed by a windstorm. Pea gravel is used for cushion surfacing under swings and a small piece of climbing equipment with a tunnel and slide. There is a sandbox in the area that needs more sand. There is also a small basketball court.

The program also has use of a gym for gross motor activities when they cannot make it outside.

The parent information is located on a bulletin board inside the entrance. The mandatory reporter, childcare consultant and the handbook availability were posted. The license was conspicuously hung. A no-smoking sign was posted at the entrance.

Staff and children files were reviewed at the time of the licensing visit. I reviewed ten children files. Files must contain emergency contact information for the doctor and dentist of each child. The doctor and dentist's name, phone number and complete street address must be provided. Two files did not provide any dental emergency contact information.

I reviewed three staff files. There was one outdated staff physical. This employee has scheduled an appointment for 10/05/23.

I reviewed policy and procedures, staff and parent handbooks. Not all the necessary written emergency procedures and policies were present. The handbooks had an outdated professional development policy. Training is the same for all employees regardless of the number of hours each staff member works. The center did not have an access policy, a biting policy, a medical emergency policy or a written universal precautions policy. Samples of all these policies has been provided to the program. Emergency Preparedness Plans have been completed.

Staff members had great teamwork with one another. They have a good routine and provide the children with clear and easy to understand directions. Staff members were on the floor reading to the children and interacting at the children's level. Staff members offered the children choices and were patient. They used PBIS tactics to redirect children. They provided good handwashing reminders. Staff members used play to teach the children about colors and to count. They provided the children with praise and encouraged them to use their imaginations. Staff members greeted the parents and children as they arrived for the day. I observed staff members counting children in all the rooms. It was obvious the children enjoyed their time at the center.

III. IDENTIFY THE OBSERVED STRENGTHS OF THE CENTER:

Ms. Huxford states they have terrific staff longevity. They have a staff member who has been with them for thirty years, several have been with them for twenty plus years. The newest staff member has been with them two years. Ms. Huxford has been with the childcare program since 1993. Stable leadership and stable employees offer consistency to the children, the families and the program.

Ms. Huxford maintains organized and easy to read staff and children files and has an organized licensing binder.

The childcare center is a great benefit for staff members employed at Frontier Natural Products Co-op.

Ms. Huxford states the childcare center is unique because it only serves the children organic, 100% natural foods.

Ms. Huxford states the center works closely with the Frontier Natural Products Co-op maintenance department and their sanitation department. The maintenance department is responsible for fixing broken items and taking care of the physical building. The sanitation department cleans the center.

Ms. Huxford states she has hired staff members who she once cared for when they were six weeks old.

The childcare center is in a secured building and there is a camera at the entrance.

There are pictures of staff members and children in the entrance.

The center uses the Pro Care app for signing the children in and out, billing, incident reports, daily sheets and communication with parents.

The center has a good partnership with the local school district. The center is a bus stop for Benton-Norway school district. They bus picks school age children up in the morning; picks preschool children up at noon and brings the children back to the center after school.

Frontier Childcare operates under an advisory board located at Frontier headquarters in Norway. Frontier resource use and waste-objective is to achieve zero waste sent to landfill and to maximize the efficient use of materials. Products used (including paper and plastic products) are recyclable and/or able to be composted. Frontier Childcare participates in this initiative and their mission includes the Green Team.

The program works closely and routinely with Child Care Resource and Referral (CCR&R).

IV. IDENTIFY THE ASPECTS OF OPERATION THAT FALL BELOW THE STANDARDS REVIEWED:

109.4(2)e: Written plan for ongoing staff development that complies with 441 IAC 109.7.
The handbook has an outdated staff development policy. A sample has been provided for the center to use. CORRECTED.

109.4(2)g: When serving children under the age of 3, develop and implement a policy for responding to incidents of biting. Include:Explanation of center philosophy on biting.How the center will respond to individual and ongoing incidents.How the center will assess the adequacy of caregiver supervision.How the center will respond to the child or caregiver who was bitten.The process of notification of parents.How the incident will be documented.How confidentiality will be protected.First aid procedures that will be used.
The handbook did not have a biting policy. A sample has been provided to use. CORRECTED.

109.4(2)h: Develop a policy to ensure that people do not have unauthorized access to children at the center. Include:Criteria for allowing people on the property when children are present.How people will be supervised or monitored.How responsibility will be delegated to staff.How the policy will be shared with parents.
The handbook did not have an Access policy. A sample has been provided to use. CORRECTED.

109.9(1)d: All files contain a pre-employment physical exam report completed within six months prior to hire and at least every three years. Physical exams shall be documented on form 470-5152, Child Care Provider Physical Examination Report.
was one outdated staff physical. This employee has scheduled an appointment for 10/05/23. CORRECTED.

109.9(2)b: All files contain sufficient information and authorization to allow the center to secure emergency medical and dental services at any time child is in center's care.
Number not in compliance for dental: 2
Information lacking: Files must contain emergency contact information for the doctor and dentist of each child. The doctor and dentist's name, phone number and complete street address must be provided. Two files did not provide any dental emergency contact information.

109.9(4): Daily written records are maintained for each child under two years of age and include time periods slept, amount of/time food consumed, time/irregularities of elimination patterns, general disposition, and general summary of activities.
The program uses Pro Care to complete daily sheets for all the children in the program. The program is currently only completing daily sheets on children under the age of 18 months old. Daily sheets must be completed for all children under the age of two-years-old.

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.
Rubber tiles are used for surface cushioning in the area for the Infant 1 and Infant 2 rooms. The rubber tiles have several large gaps that are a tripping hazard for children and staff members. This must be corrected. This was cited in last year's report also. There is a sandbox in the Toddler 1 and Toddler 2 playground and the preschool/school age playground and they need more sand. This was cited in last year's report also and must be corrected.

109.11(7)b: Centers at ground level that use basement area as program space, or have a basement beneath program space: Testing and plan for remedy of radon is conducted.
Radon test last occurred in January 2021. Radon testing must occur every two years. Ms. Huxford states she has notified the corporate office to get this completed. CORRECTED.

109.11(7)c: All centers: Annual inspection prior to heating season of all fuel-burning appliances to reduce risk of carbon monoxide poisoning and shall install one carbon monoxide detector on each floor that conforms to UL Standard 2034.
The center's last fuel inspection occurred on 11/23/21. This inspection must occur every year. Ms. Huxford states she has notified the corporate office to get this completed. CORRECTED.

109.12(5)b: Infants diapered in a sanitary manner as needed in central diapering area.One changing table for every 15 infants/toddlers needing diaper changes.Diapering, sanitation, and handwashing procedures posted and implemented in

central diapering area.
Additional concerns: Changing tables and food tables must be cleaned with soap and water prior to sanitizing or disinfecting them. The program is currently not doing this. I did speak with staff members about including this step. This has been CORRECTED. There is a butterfly mat in the Infant 2 room that has several tears with exposed foam. This makes it unable to be sanitized. This should be repaired or removed. In the preschool room you need to either unplug the television when it is not in use or secure the electrical cord so the children do not have access to it.

V. SPECIAL NOTES/RECOMMENDATIONS:

Currently, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

The condition of the rubber tiles in the infant playground and the need for sand in the other two playgrounds is a repeat violation and needs to be corrected.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHS 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 DHS Licensing Consultant to inquire.