Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Kids Corral Inc **Enrollment:** 45 **License ID:** 39488

Street: 1509 E Washington ST STE 3 **City:** Washington **IA** **Zip Code:** 52353 **County:** Washington

Mailing Address: 1509 E Washington ST STE 3

Mailing City: Washington **IA** **Zip Code:** 52353

Director's Name: Desirae Hesseltine **Center Phone Number:** 319-591-8028

On-Site Supervisors: Kylie Leeman **E-Mail Address:** kidscorral8028@gmail.com

Date of Complaint: 09-15-2023 **Date of Visit:** 09-15-2023

[ ] Scheduled **[ ]** Unannounced **[X]** 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:

It is alleged that Robin A. smacked Rhett M. (1 year old in the mouth).

Licensing Rules Relevant to the Complaint:

109.12(2)a Center does not use corporal punishment including spanking, shaking, or slapping.

Inspection Findings:

The determination of this report was based on video footage of the incident, a written incident report by staff, a staff counseling document, interviews with other staff and the child's parent and a statement from the Director.

9/15/23 10:52 a.m. I phoned Desi H. Director. She stated she did witness Robin A. push a one year old child in the mouth area to remove him from injuring another one year old he was on top of. She indicated no incident report was written by anyone involved. She indicated the only staff in the room when the incident occurred was Robin A. I requested incident reports from both her and the staff accused of slapping the child. She stated only she and Robin A. were present when this occurred and there were no other staff that witnessed it. CCNC Toni Krana was present when this conversation occurred as she was visiting the center.

9/15/23 12:05 pm. Director H. sent a staff counseling report via email stating "the child bit another child hard and would not let go. Robin used her hand to push his mouth away. We talked about how that was not best practice." She only sent one incident report on the matter completed by Robin A.. Robin indicated she used her hand to push the child away from another child after he bit. The Director did not complete an incident report. The Director indicated no other staff witnessed the incident.

9/15/23 10:55 a.m. I phoned parent of the child, Becca M. She was not notified about the incident until today after I directed the Director to contact her. She indicated her child had no bruises or marks. She indicated she was not given an incident report.

11:00 am Director Hesseltine phoned me. She agreed to send video footage of the incident.

9/15/23 11:45 a.m Footage of the video of the incident clearly showed staff Robin A. pointing in the one year old's face, the child taking a step back and then the staff smacking the child's nose/mouth. The child was not on top of, touching, or biting any other children in the room.

9/15/23 12:00 pm. I received an anonymous phone call stating another staff member was in the room when this occurred, which is contrary to what the Director reported.

9/18/23 12:23 pm I phoned Alex G. she indicated she was present and in ratio the day this occurred. She indicated she witnessed the incident. She disclosed Robin hit hard enough to make Rhett cry. She shared not observing any injuries that were sustained by getting smacked. She disclosed she was concerned because Rhett's family were not informed of this happening to him the day it occurred. She shared her boss witnessed the staff member hit Rhett and believed Desi was going to speak to the parents about what occurred. She disclosed finding out on 09/14/2023 that her boss had not told the family this occurred.

She indicated she witnessed other instances where Robin A. spanked a child (1 hit on the bottom). She has witnessed this three times and indicated Robin would hit children on the bottom for reasons like not listening. She reported she did tell the Director about this and other instances such as flicking children in the ears, and smacking their hands.

9/18/23 3:30 p.m. Parent of the child, Becca M. phoned. She indicated her mother picked up the child the day he was smacked in the face by staff. She indicated her mother took a picture of the child's nose, as it was bleeding.

9/18/23 3:45 pm. I phoned CCNC Toni Krana who also viewed the video tape of the incident. She agreed staff smacked the child in the face and indicated it was likely the impact of an adult hand on a one year old face probably made contact with nose, mouth and chin.

9/19/23 8:39 am I phoned Alex G. she indicated she was not in the in the room the rest of the day so did not observe the blood around Rhett's nose. She indicated she did not notice it after Robin A. smacked him.

9/19/23 3:25 p.m. I phoned the center. the Director indicated she put Rhett in time out that day after he bit the other child at 8:15 .a.m. She indicated she did not observe blood on his nose.

9/19/23 3:35 pm. I phoned parent (Becca) of the child. She indicated she did watch video footage of the even. She indicated she did not feel the blood on Rhett's nose was caused by Robin A.. She indicated he was picked up in the later afternoon and since this occurred in the morning she did not feel it was likely caused by Robin. She indicated the center was going to place Rhett in with the two year olds.

1. 109.12(2)a Center does not use corporal punishment including spanking, shaking, or slapping.
109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.

Footage of the video of the incident clearly showed staff Robin A. pointing in the one year old's face, the child taking a step back and then the staff smacking the child's nose/mouth. Another staff in the room and the Director witnessed this. The other staff Alex indicated it was clear Robin smacked the child in the mouth area. VIOLATION

2. 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.

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. Incident reports were not completed by the Director who witnessed this incident or Alex (a staff member in the room). The incident report completed by staff Robin A. did not relay the event as it occurred. The incident report was not given to parents the day the incident occurred. The parents were only notified of this incident after HHS directed the program Director to do so. VIOLATION

Special Notes and Action Required:

The Director resigned 9/15/23. The Board is searching for a new qualified Director.

Due to this report and other reported concerns staff have indicated the program is consistently out of ratio, staff are not completing incident reports, staff and administration have not been truthful about reportable events and supervision has been an issue as staff are frequently left alone while other staff assigned to their rooms are walking around the building, talking to other staff, on their phones or otherwise not engaged with proper supervision of the children. All staff in the center should be made aware of mandatory reporter requirements, supervision requirements and how to complete an incident report. Staff are NOT allowed to utilize hitting in any form such as spanking, slapping or flicking ears of children. If this continues the center will be placed on a Provisional License.

A technical referral was made to CCR&R and IDPH on these matters. Consultants Copeland and Krana have already reached out to the program to offer assistance.

Consultant's Signature:

Jill Seibert

Date:

09-19-2023