

## CHILD CARE CENTER COMPLAINT

|                                           |                                                  |                                                |
|-------------------------------------------|--------------------------------------------------|------------------------------------------------|
| <b>Name of Center:</b> Hand In Hand       | <b>Enrollment:</b> 90                            | <b>License ID:</b> 19482                       |
| <b>Street:</b> 3860 Middle Rd             | <b>City:</b> Bettendorf                          | <b>IA Zip Code:</b> 52722 <b>County:</b> Scott |
| <b>Mailing Address:</b> 3860 Middle Rd    |                                                  |                                                |
| <b>Mailing City:</b> Bettendorf           | <b>IA Zip Code:</b> 52722                        |                                                |
| <b>Director's Name:</b> Jennifer Chastain | <b>Center Phone Number:</b> 563-332-8010         |                                                |
| <b>On-Site Supervisors:</b> Megan Wiebler | <b>E-Mail Address:</b> jennifer@handinhandqc.org |                                                |

**Date of Complaint:** 11-12-2024**Date of Visit:** 11-15-2024
☐ Scheduled
☒ Unannounced
☐ NA

☒ 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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

Staff Erin C. comes to work smelling like marijuana. This employee also has a recent criminal charge and is still employed at the center. There is not information to suggest the staff is using marijuana while working or that this has resulted in any of the children's needs being unmet.

The staff are not following procedures for hand washing, cleaning, or diaper changing. This has resulted in illness spreading at the center.

The files are not up to date.

The kitchen is not following cleaning procedures.

**Licensing Rules Relevant to the Complaint:**

106.6(7) Use of controlled substances and medications: All owners, personnel, and volunteers shall be free of the use of illegal drugs and shall not be under the influence of alcohol or of any prescription or nonprescription drug that could impair their ability to function.

109.9(1)b All files contain: A signed copy of DHS criminal history record check or any other permission form approved by the Department of public Safety for conducting an Iowa or national criminal history check. A copy of Request for Child Abuse Information. Copies of the results of Iowa records checks conducted. Copies of national criminal history check results. Any Department-issued documents sent to the center related to records check.

109.9(2) All files are updated at least annually and when a change occurs.

109.10(7) Staff hand washing: The center shall ensure staff demonstrate clean personal hygiene. Staff shall wash hands: Upon arrival at the center. Immediately before eating or participating in food service activity. After diapering a child. Before leaving the rest room either with a child or by themselves. Before and after administering nonemergency first aid if gloves are not worn. After handling animals or cleaning cages.

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109.10(8) Children's hand washing: Center shall ensure staff assist children in personal hygiene. For each infant or child with a disability, a separate cloth for washing and one for rinsing may be used in place of running water. Children's hands shall be washed: Immediately before eating or participating in food service activity. After using the restroom or being diapered. After handling animals.

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.

109.15(5) Food preparation and storage procedures are consistent with NHSPS.

**Inspection Findings:**

At an unannounced visit on 11/15/24, the licensing consultant spoke with the center director, Jennifer Chastain, Claire Coughlin, Senior Director of Programs, Julie Woods, HR Administrative Assistant, staff Erin C., and other various staff throughout the center regarding the reported concerns. General observations were made throughout the center and a sample of staff and child files and the tracking system the center uses to help ensure file compliance were reviewed during the visit as well. Jennifer stated a feeling this complaint may be the result of a disgruntled employee who has been dismissed from employment at the center earlier this week.

109.9(1)b All files contain: A signed copy of DHS criminal history record check or any other permission form approved by the Department of public Safety for conducting an Iowa or national criminal history check. A copy of Request for Child Abuse Information. Copies of the results of Iowa records checks conducted. Copies of national criminal history check results. Any Department-issued documents sent to the center related to records check. VIOLATED

Jennifer stated staff Erin made her aware of the recent criminal charge after it happened. Jennifer stated there is not yet a disposition, but she is monitoring the situation. Previous to this incident, the staff file reviewed did not have a completed Iowa record check as required. Jennifer was able to look up this original record check and it is now complete in the system and able to be printed. Considering the recent charge, Jennifer then re-ran the Iowa record check and it is not able to be completed, probably due to the recent charge. Consultation was provided, and Jennifer will need to ensure this is completed properly. The center is cited with regard to this portion of the complaint because the initial Iowa record check was not completed properly prior to the employee's involvement with child care as is required.

109.9(2) Child Files VIOLATED

Several child files were found to be missing a current physical as required. The center is cited with regard to this portion of the complaint.

106.6(7) Use of controlled substances and medications: All owners, personnel, and volunteers shall be free of the use of illegal drugs and shall not be under the influence of alcohol or of any prescription or nonprescription drug that could impair their ability to function. NOT VIOLATED

There was no credible evidence that the staff person has come to work under the influence of marijuana. The staff person denied this and center and when interviewed presented in a professional manner and there were no obvious concerns. Management stated they had never heard of this concern nor had any concerns for the staff's behavior nor had they smelled any odor.

109.10(7) Staff hand washing NOT VIOLATED

109.10(8) Children's hand washing NOT VIOLATED

There were no obvious concerns identified or observed with regard to hand washing practices at the center during this visit. Hand washing posters were evident at hand washing sinks. Several staff were asked about procedures and were able to state when children and staff should wash their hands and the procedures they would use. The center is not cited with regard to this portion of the complaint.

109.12(5)b Diapering, sanitation, and handwashing procedures posted and implemented in central diapering area. NOT VIOLATED

There were no obvious concerns identified or observed with regard to diaper changing procedures at the center during this visit. Diaper changing procedure posters were evident at diaper changing stations. Spray bottles with cleaning and disinfecting products were appropriately labeled at the diaper stations, and staff were able to describe these procedures per the manufacturer's instructions for the product the center uses. The center is not cited with regard to this portion of the complaint.

109.15(5) Food preparation and storage procedures are consistent with NHSPS. NOT VIOLATED

The kitchen area was observed and the two kitchen staff were interviewed regarding their general practices for food preparation, cleaning, and sanitizing. There were no obvious concerns identified at this visit. Spray bottles with cleaning and sanitizing products were appropriately labeled for use in the kitchen/food prep areas, and staff were able to describe these procedures per the manufacturer's instructions for the product the center uses. The center is not cited with regard to this portion of the complaint.

**Special Notes and Action Required:**

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Jennifer shall follow up with the licensing consultant in regards to the record check situation noted above to ensure this is completed properly and is resolved.

Concerns with staff and child file compliance were discussed and consultation was provided to Jennifer Chastain, who is new to the center director position, as of July 2024 and to Julie Woods. Jennifer stated she and Julie have been in the process of auditing all files for the center. Jennifer shall follow up with the licensing consultant within 14 days of the receipt of this report with regard to the results of that audit to ensure the center is on the path to get all files in compliance and that they are using an appropriate tracking system to maintain compliance.

**Consultant's Signature:**

Heidi Hungate

**Date:**

12-11-2024