Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Bridge to Beginnings: A Child's Place Preschool **Enrollment:** 136 **License ID:** 51015

Street: 610 Maiden Lane **City:** Muscatine **IA** **Zip Code:** 52761 **County:** Muscatine

Mailing Address: 610 Maiden Lane

Mailing City: Muscatine **IA** **Zip Code:** 52761

Director's Name: Mikelle Cooke **Center Phone Number:** 563-506-9068

On-Site Supervisors: Mary Wetzel and Erin Jones **E-Mail Address:** bridgetobeginnings@gmail.com

Date of Complaint: 10-11-2023 **Date of Visit:** 10-17-2023

[ ] 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:

-The center did not follow their discharge policy. One child was discharged due to biting. The other child was just asked to leave.
-The center did not follow their biting policy.
-The center refused to allow the mom access to video footage.

Licensing Rules Relevant to the Complaint:

237A.7 Information regarding a child in a child care center or their relative is confidential. If this information is released by visual, verbal or written means, written consent from the parent or guardian is in the file or a court order allowing the release of the information.

109.4(2)b Written policies on:<ul type="disc">
<li class="MsoNormal" style="line-height: normal;">Enrollment and discharge.<o:p></o:p>
<li class="MsoNormal" style="line-height: normal;"><span style="font-size:10.0pt;font-family:Roboto;mso-fareast-font-family:"Times New Roman";
mso-bidi-font-family:"Times New Roman"">Field trips and non-center activities.<o:p></o:p>
<li class="MsoNormal" style="line-height: normal;">Transportation. (if applicable)<o:p></o:p>
<li class="MsoNormal" style="line-height: normal;"><span style="font-size:10.0pt;font-family:Roboto;mso-fareast-font-family:"Times New Roman";
mso-bidi-font-family:"Times New Roman"">Discipline.<o:p></o:p>
<li class="MsoNormal" style="line-height: normal;"><span style="font-size:10.0pt;font-family:Roboto;mso-fareast-font-family:"Times New Roman";
mso-bidi-font-family:"Times New Roman"">Nutrition.<o:p></o:p>
<li class="MsoNormal" style="line-height: normal;">Health and safety policies<o:p></o:p>

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.

Inspection Findings:

237A.7 Information regarding a child in a child care center or their relative is confidential. If this information is released by visual, verbal or written means, written consent from the parent or guardian is in the file or a court order allowing the release of the information. NOT VIOLATED.
-The center director shared that even though the center has cameras those are not shared with parents over biting incidents. The director was ensuring that confidentiality was maintained. This worker encouraged the director to develop a written policy explaining who is allowed access to the footage and under what circumstances.

109.4(2)b. Written policies on: Enrollment and discharge. NOT VIOLATED.
-The center's discharge policy was followed. It states, "Bridge to Beginnings Childcare Center reserves the right to dismiss any parent or child at any time with or without cause. Continued enrollment at Bridge to Beginnings Childcare Center is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of Bridge to Beginnings Childcare Center as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.' The parent did sign off on this policy.

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. VIOLATED.
-The center had documented incident reports for the child that was bit and the child that was biting. Between 8/30- 10/10 the child had bit 34 times. In 30 days she bit 34 times. This is excessive. The director has been asked to work with CCR&R to see if they can develop some additional strategies to prevent biting and was asked to use a biting log to document these behaviors. (Biting logs are only a tool for staff/HHS/CCR&R. Due to confidentiality they cannot be shared with others).

Special Notes and Action Required:

The director will work with CCR&R to develop some additional strategies to prevent biting.

The director and staff will review the following:
https://www.naeyc.org/our-work/families/understanding-and-responding-children-who-bite
https://extension.psu.edu/programs/betterkidcare/early-care/tip-pages/all/biting

The following training is also suggested for the director and staff in the classroom:
https://ccmis.dhs.state.ia.us/TrainingRegistry/TrainingRegistry/CourseDetail?id=CTtoZDlShms%3d

Consultant's Signature:

Heidi Brown

Date:

10-17-2023