

CHILD CARE CENTER COMPLAINT

Name of Center: West Side Kids Inc	Enrollment: 85	License ID: 6357
Street: 255 NE Dartmoor DR	City: Waukee	IA Zip Code: 50263
County: Dallas		
Mailing Address: 255 NE Dartmoor DR		
Mailing City: Waukee	IA Zip Code: 50263	
Director's Name: Erika Shephard	Center Phone Number: 515-978-0322	
On-Site Supervisors: Erin Christianson	E-Mail Address: westsidekidsinc@aol.com	

Date of Complaint: 10-07-2024**Date of Visit:** 10-08-2024☐ 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:**

On 10/7/24, it was reported that over a six and a half week period (May 2024 - July 2024), the center was out of ratio in the mornings between 7:00am - 8:00am in one of the infant classrooms. There were other reported concerns that were also mentioned that are not considered licensing regulations/violations mentioned in the notes/recommendations section of this report below.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

Inspection Findings:

This consultant made an unannounced visit to the center at 7:45am on 10/8/24. This consultant explained the concerns to Erika Shephard and shortly thereafter, to Erin Christianson. Erika and Erin are owners of the center as well as the director and on-site supervisor.

This consultant viewed the three infant classrooms. These classrooms are divided by younger and older infants (per licensing, the definition of infant is under two years of age). One classroom had one staff and six children which put them out of ratio. It was noted that the ratio for infants is one staff to every four children, but there are certain times older children can be mixed in and ratio also changes. This wasn't the case at the time of the visit, but those times are if 18 month old children up to an including three year old children are combined with a ratio of 1:7 and two hours or less at the beginning and end of the center's hours of operation where one staff can care for seven children so long as no more than four children are under the age of two years and there are no more than seven children total in the center.

Because one classroom was out of ratio at the time of the visit, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.8(2). HOWEVER, IT IS ALSO NOTED THAT THE SECOND STAFF MEMBER ARRIVED IN THE ROOM WITHIN ROUGHLY 10 MINUTES OF THIS CLASSROOM BEING OBSERVED THUS CORRECTING THE ISSUE. The center could have had one of the staff members and one child in the infant classroom move over to the "Movers" classroom and they would have been in ratio.

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Special Notes and Action Required:

Other reported concerns were :

1. Staff sign children into/out of the center. The center uses Brightwheel for children under two years of age and then paper copies for children two and older. Licensing does not specify if parents or staff sign children into/out of the center, this is up to the center.

2. As far as the ratio concerns above, the reported did not know specifically how many children were present over the almost three month period (May - July) when there were alleged ratio concerns and the reporter was not aware of the specific criteria where ratios can change based on combinations of ages of children.

3. It was reported the older children were getting put in time-out and others overheard staff telling the older children they were "acting like babies so they would be treated like babies". No other staff stated they heard other staff saying this to children. This consultant spoke to the owners about talking to staff about choosing their words wisely as what they say might be misconstrued by others.

4. Older infants could move/push cribs. This consultant informed staff that if they would happen to see this, to lock the wheels on the bottom of the cribs. All cribs have wheels for sufficient spacing between napping children and they are also used for evacuation drills.

5. The reporter stated once there was an infant (roughly three months old) who couldn't support their own head, but was put in a exersaucer/container device and that the child's doctor was concerned about this. However, a doctor's note was never provided to the center per the reporter. Exersaucers, swings, bouncy seats can be used in child care, but best practice is that they not be used. If used, it should be for no more than 10 to 15 minutes at a time and no more than 30 minutes the entire day.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email Nathan.Knepper@hhs.iowa.gov so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.

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

Consultant's Signature:

Nathan Knepper

Date:

10-08-2024