Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Hawkeye Child Development Center - ALC **Enrollment:** 46 **License ID:** 50443

Street: 120 Jefferson ST **City:** Waterloo **IA** **Zip Code:** 50701 **County:** Black Hawk

Mailing Address: PO BOX 4090

Mailing City: Waterloo **IA** **Zip Code:** 50704

Director's Name: Sarah Errthum **Center Phone Number:** 319-296-4278

On-Site Supervisors: Sarah Errthum **E-Mail Address:** sarah.errthum@hawkeyecollege.edu

Date of Complaint: 07-13-2023 **Date of Visit:** 07-17-2023

[ ] 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:

On 07/07/23 a concern was reported for an incident that occurred at Hawkeye Child Development Center-ALC in downtown Waterloo. It is reported that a child (age 4) was left alone for fourteen minutes in a room on 07/06/23.

Licensing Rules Relevant to the Complaint:

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

On 07/07/23 I had an email correspondence with Sarah Errthum, the director of Hawkeye Child Development Center-ALC. She informed me that a parent found a child alone and unsupervised in a classroom. She is in the process of investigating the situation. I was on vacation on this date and did not receive the information until 07/10/23.

On 07/10/23 I emailed Sarah Errthum to find out what she found out during the internal investigation. Ms. Errthum replied to my email on 07/12/23. She stated she reviewed camera footage. She states the classroom was lined up to go outside and the child ran and hid when the classroom was leaving. The child was left alone in the classroom for fourteen minutes. She had a meeting with the staff involved to recount children and do name to face counting. She is continuing to talk to the center's CC&R representative to take more actions and trainings for the staff on child safety.

On 07/17/23 I had a collateral contact with Jill Buhrow from the Department of Health and Human Services. We planned to make a joint visit to Hawkeye Child Development Center-ALC on this date.

On 07/17/23 I met Jill Buhrow from the Department of Health and Human Services at Hawkeye Child Development Center-ALC. We made an unannounced visit. We met with Sarah Errthum, the director, to discuss the reported concern. Ms. Errthum states the incident happened on 07/06/23. The incident occurred in the three and four-year-old room. There were two staff members in the room, but when they were down to ten children one of the staff members left to go to a different room. Ms. Errthum shared the video footage with us.

The staff member is seen leaving the room as children are lined up to go outside. The staff member in the room, Isabelle N., is seen counting the children once. The child then ran toward some pillows in the room and appeared to get down like she was hiding. Isabelle and the children left the room and after they walked out the child in the classroom jumped up and threw up her arms in a “surprise” motion. It is difficult to see whether the child is upset while she is in the room. Then after fourteen minutes a parent walks in and takes the child in her arms and carries her outside. The parent hands the child to Rylee, a staff member out with another class of children. Rylee was seen hugging the child to comfort her.

Ms. Errthum states a staff member emailed her that night and she called the parents the following day after revieing camera footage because she wanted to be able to tell them exactly what happened. Ms. Errthum states the parents were scared but understood. Ms. Errthum states she knows she should have called the parent right away. She states Isabelle was very upset during their meeting. They are now doing the Face to Name app in ProCare to visually see the child and then click on their picture to count them.

Isabelle was interviewed. Isabelle states they had snack and were getting ready to go outside. The children were in line, and she was putting sunscreen on the last child. Isabelle states the child got out of line and Isabelle did not realize it. She states about fifteen minutes later a parent brought the child outside and they made sure she was okay and gave her cuddles. The child then went and played.

Isabelle states they count when the children get in line, go outside, do fire or tornado drills or combine rooms. Isabelle states since this happened, they must count every time they leave the room and acknowledge the child to make sure they have every child. Isabelle states she did not tell anyone at the center. She states the director was gone and she did not know who was in charge. Isabelle states she feels really bad about this happening.

Rylee was interviewed. Rylee states she was working in the toddler room, and they went outside. She states she counted her children when they left. The other room was outside before their room. Rylee states her room is next to the room where the child was left alone but she did not hear anything. They were combined for about five minutes before the parent brought the child outside.

Rylee states they are supposed to count the children when they switch rooms or go outside the room. They are now using the Face to Name app in ProCare to click on the name and picture of the child after they count the children. The staff member says their name outline and then click on the picture after physically looking at the child.

Rylee states she does not know who was in charge after Ms. Errthum left the center. Rylee states she did tell the infant room teacher about the incident.

We then met with Ms. Errthum. I told Ms. Errthum she should have staff members make written statements when incidents like this occur, so the information is fresh in their mind. We informed her that the two staff members we interviewed did not know who is in charge when she is not at the center. Ms. Errthum states she is always a phone call away, but she is the first person in charge and then the assistant director and then any lead on the schedule. She will make sure all the staff members know this. Ms. Errthum states there was nothing unsafe in the room that was within reach of the child and people can only enter the center with an ID badge.

Special Notes and Action Required:

109.10 (16)a. Supervision. The center director and on-site supervisor shall ensure that each staff member, substitute, or volunteer knows the number and names of children assigned to that staff member, substitute, or volunteer for care. Assigned staff, substitutes, and volunteers shall provide careful supervision. VIOLATED. A child was left unsupervised in a room for fourteen minutes. Staff members did not count children after leaving the room or when they arrived on the playground. The child was found in the room by a parent. It is not believed the child was unsafe while in the room because the room did not have safety hazards in reach of the children.

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.

Consultant's Signature:

Date:

08-14-2023

Rebecca Frost