Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Sunbeam Christian Child Care and Preschool **Enrollment:** 48 **License ID:** 16104

Street: 419 N Delaware **City:** Mason City **IA** **Zip Code:** 50401 **County:** Cerro Gordo

Mailing Address: 419 N Delaware

Mailing City: Mason City **IA** **Zip Code:** 50401

Director's Name: Linette Heimbuch **Center Phone Number:** 641-424-7073

On-Site Supervisors: **E-Mail Address:** scccbl@gmail.com

Date of Complaint: 02-15-2024 **Date of Visit:** 02-22-2024

[ ] 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:

A complaint was received that staff were not changing diapers as they should be, nor were they providing incident reports with reference to a situation where a child had a black eye. It was further reported that staff are frequently on their phones and not supervising children.

Licensing Rules Relevant to the Complaint:

109.9(2)e Files contain documentation of injuries, accidents or other child-related incidents.

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

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.

Inspection Findings:

CHILD CARE CENTER COMPLAINT

An unannounced visit was made to the Sunbeam Christian Child Care center on 02-22-24 where I met with center director Linette Heimbuch. Linette was informed of the complaint and she stated that she has been working with a parent that is concerned that diaper changes are not occurring as they should be. Linette identified that the center is currently using both hard copy daily infant sheet forms, and an electronic communications application, Brightwheel, to document information. Linette stated that the reason the center is using both systems is that some staff are not comfortable with the electronic system so staff can choose which they use. In reviewing daily infant sheets both hard copy and electronic the staff were documenting all required elements including diapering. The documentation did show that diaper changes do occur on average every two hours, and staff did document when diapers were dry. In speaking with staff about center policies it was established that there is no specific written policy regarding diapering but the general consensus among staff is that they check diapers every two hours.

With regard to the concern of a child having a black eye and no report being completed Linette stated that she was aware of the situation and that there had been two different stories offered. Linette stated that one employee did complete an incident report but had noted not observing when or how the injury occurred. Linette stated that she did contact the employee who had been in the classroom at the time the injury would have occurred and that employee stated that the child had been struggling with another child over a toy. Linette stated that the employee did report responding with applying an ice pack and holding/soothing the child. Linette stated she had been the one to complete the second incident report based on the information provided by the employee that was present at the time as that employee had not completed a report. Linette stated that the other incident report was removed from the file and discarded. In reviewing the center handbook there is a written policy regarding incident reports which states the following. "Should any child receive a minor scrape or bruise an accident report will be provided the day of the incident. For more serious cuts or injuries parents will be notified immediately. If a bite should occur which breaks the skin, parents of the children involved will be notified. First aid will be available at all time and will be provided when needed".

With regard to the concern of staff being on cell phones and not providing supervision Linette stated that she was not aware of any concerns of this being a recent issue. Linette did confirm that the center does have a policy that staff are not be on cell phones and this has been reviewed with staff. In speaking with staff all denied that they were aware of any co-workers being distracted with being on their phones.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.9(2)e which requires that files contain documentation of injuries, accidents or other child-related incidents. Linette did confirm that there was an incident in which an employee did not complete an accident/injury report for a child that received a black eye from an accidental cause while at the center despite the employee having provided first aid with the application of an ice pack. While the center does have policies in place that do require incident reports are completed, and while a co-worker and Linette did complete incident reports after the fact failure of the employee to complete a report that was aware of the concern would be a violation of the licensing requirement.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of Licensing Standard 109.10(16)a which requires that the staff knows names and number of children assigned, and shall provide careful supervision. All staff denied that they were aware of any concerns of any staff being distracted by engaging in activities with cell phones while working at the center.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of Licensing Standard 109.12(5)b which requires that among other things infants are diapered in a sanitary manner as needed in central diapering area. Infant daily sheets were reviewed and did document children being changed or checked on average every 2 hours. The documentation did note the condition of diapers whether wet, dry, or soiled.

Special Notes and Action Required:

This report is SUBSTANTIATED for violation of the licensing standard related to incident report completion but not the other identified concerns of diapering, and staff supervision. During the review several issues were identified and the following recommendations are made. A full license will remain in effect.

RECOMMENDATIONS:
1. The center should revise the written Accident/Incident Report policy. While the center does have a written policy it is very minimal. Expanding the policy to identify what the center considers major and minor injuries and the notification time frames, identifying which staff are responsible to complete incident reports, and that incident reports shall also be completed for sexualized behavioral acting out, and significant behavioral incident would provide staff with a better understanding of center expectations and comply with licensing requirements.

2. While the staff were completing diapering and daily reports as required it was noted that the center has two systems of communication, written and electronic computer application, and it is left to the individual staff to decide which they prefer to use. This approach can easily result parents not having an accurate understanding of the care being provided in that they may not realize that some staff complete documentation in the other format from what the parent is reviewing. Having a consistent practice that is implemented center wide would help to reduce the risk of confusion.

Consultant's Signature:

Ray Salsbury

Date:

03-11-2024