Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Happy Time Child Care **Enrollment:** 81 **License ID:** 51991

Street: 401 Grandview AVE **City:** Muscatine **IA** **Zip Code:** 52761 **County:** Muscatine

Mailing Address: 401 Grandview AVE

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

Director's Name: Holly Brockert **Center Phone Number:** 563-263-0957

On-Site Supervisors: Sam Sivill **E-Mail Address:** htpskids@gmail.com

Date of Complaint: 06-27-2023 **Date of Visit:** 07-18-2023

[ ] 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:

-Children are being bit and incident reports are not being completed.
-A child was forced to go under the water buckets at the splash pad.
-Staff talk poorly to children. They call the children names and mimic them.

Licensing Rules Relevant to the Complaint:

109.10(10) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes:Minor injuries.Minor changes in health status.Minor behavioral concerns.Incidents resulting in injury to a child.Shall be verbally notified immediately when there is:A serious injury to a child.An incident resulting in significant change in health status.An incident includes child being involved in inappropriate, sexually acting out behavior.A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file.Serious injuries and deaths must be reported to the Department within 24 hours.

109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.

Inspection Findings:

109.10(10) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes: Minor injuries. Minor changes in health status. Minor behavioral concerns. Incidents resulting in injury to a child. Shall be verbally notified immediately when there is: A serious injury to a child. An incident resulting in significant change in health status. An incident includes child being involved in inappropriate, sexually acting out behavior. A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file.
-This worker reviewed incident reports and the biting log. There were incident reports for children who have been bitten. Incident reports are completed in Bright Wheel. NOT VIOLATED.
-May: 20 incidents of biting
-June: 14 incidents of biting
-July: 4 incidents of biting

The director and staff have established working relationships with CCR&R, their Nurse Consultant and EC-PBIS to help curb the biting concern. The training, skills and changes in the classroom have helped decrease the behaviors significantly.

109.12(2)b. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Violated.
-In regards to the splash pad incident:
-This worker attempted to have contact with the three reporters who talked with law enforcement regarding the splash pad incident. (No one returned this worker's call.)
-The director shared that the children and staff went to the splash pad for a field trip. It was several of the children's first time at the splash pad. It was reported to her that they all had a good time. Some of the children did become upset when the water bucket dumped on them. (Children at this age may have experienced this for the first time) She shared that a staff member; M.G. was blamed for this incident on social media. She was not at the splash pad on the date of the incident. She was on camera at the center working in the Bumble Bee Room.
-One staff shared that they were at the splash pad for our first ever field trip to the splash pad. A staff member played with the children in the splash pad. A couple of the children didn't like when the water bucket dumped. They became upset. Another staff member comforted the children. She dried their face and wrapped them with a towel.
-The other staff member present shared that every kid was running through the splash pad. A couple kids wanted to stand under the bucket with the staff. A child did get upset about it because the bucket dropped water on him, but then he wanted to go again. He did cry and staff comforted him by drying his face and wrapping a towel around him.
-I talked with the director, on-site supervisor and nine staff. When this worker interviewed the nine staff I did so privately in an office so they could share information without the director/on-site supervisor being present.
-All 8 staff shared that they have not had any concerns with staff using physical discipline, staff mimicking children, or staff calling children inappropriate names.
-One staff member shared that on occasion staff do raise their voice but only when the children are being loud and need redirection. Yelling at the children can be frightening. This worker sent the director information on ways to get the children's attention without resorting to yelling.

Special Notes and Action Required:

The director should review the following information with staff on biting:
https://www.naeyc.org/our-work/families/understanding-and-responding-children-who-bite
https://www.zerotothree.org/resource/toddler-biting-finding-the-right-response/
https://eclkc.ohs.acf.hhs.gov/mental-health/article/biting-fact-sheet-families
https://store.extension.iastate.edu/Product/Biting-Understanding-Children
https://www.arktherapeutic.com/biting-chewing/
https://bookroo.com/explore/books/topics/biting

The director should review the following information with staff on how to get the children's attention without resorting to yelling:
https://justreedblog.com/classroom-attention-getters/
https://educationtothecore.com/2021/07/33-attention-grabbers-you-need-to-try/
https://truthforteachers.com/15-creative-respectful-ways-to-quiet-a-class/

The director should continue working regularly with CCR&R, their Nurse Consultant and EC-PBIS
https://www.earlydevelopment.org/ec-pbis/what-is-ec-pbis-2/

Consultant's Signature: **Date:**

Heidi Brown 07-17-2023