

CHILD CARE CENTER COMPLAINT

Name of Center: St John Noah's Ark Christian Childcare	Enrollment: 72	License ID: 6956
Street: 301 N 13th ST	City: Clarinda	IA Zip Code: 51632 County: Page
Mailing Address: 301 N 13th ST		
Mailing City: Clarinda	IA Zip Code: 51632	
Director's Name: Penny Schuessler, Melinda Norton	Center Phone Number: 712-542-5501	
On-Site Supervisors:	E-Mail Address: stjoh.n.noahsark@gmail.com	

Date of Complaint: 04-26-2019**Date of Visit:** 04-29-2019
☐ 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:**

It is alleged that St John Noah's Ark Christian Childcare sent NW (age 7 months) home with a relative who is not an approved emergency contact.

NW attends Noah's Ark in Clarinda. Over the past few months NW has been super sick and constantly getting over viruses. The director sent a message about taking precautions in the infant room the children were spreading. She overheard a staff yesterday that they put signs on the doors to take off their shoes to prevent bringing in germs. One worker said no one follows this rule and takes their shoes off. Yesterday NW had a terrible rash on his back, almost like blisters. Mom took him to the ER. He was dx with impetigo. He did not have it when he went to daycare but had the rash when Mom picked him up. When daycare changed him he peed on him so they had to change his clothes so she thinks it maybe came from their changing table. Daycare has a list of emergency contacts who can pick up the children. They only have two people on their list. In the past they have let her Dad go in and give him meds if he needs it without a doctor script, like for teething. Today someone picked up NW's meds and went to apply it. Without letting the parents know they allowed the child to leave the daycare with this person, whom they do not have permission for NW to leave with. The child went with the paternal grandmother, who smokes cigarettes in her home so they don't want NW at her home and the paternal grandmother knows this. She guesses the daycare said she had to take him due to the rash. Daycare sent Mom a message that NW went with his grandmother as he can't be there. They never notified her that NW needed to be picked up. The director is out of state on vacation. When Mom calls no one answers. She sent a message via the daycare app about her concern regarding this. He has had RSV, influenza, wondering about asthma as he is on twice a day breathing tx so they do not want him with the paternal grandmother.

Licensing Rules Relevant to the Complaint:

109.9(2)d All files contain parent authorization of the persons to whom the child may be released.

109.10(3) The center shall have written procedures for dispensing, storage, and authorization, and recording of all prescription and non-prescription medications.

CHILD CARE CENTER COMPLAINT

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Adequate indoor and outdoor space is provided. The outdoor area shall include safe play equipment and area of shade. Sufficient space provided for dining. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. sufficient cooling. Sufficient bathroom and diapering facilities. Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.

Inspection Findings:

I called St John's Noah's Ark on 4-29-2019 and talked with Penny Schuessler, she is the the new director in training. Melinda Norton, the other director was on vacation. Penny said she was in the process of gathering information about the incident.

Penny S sent me the following email on May 1, 2019 - Report on Complaint from Thursday, April 26 and Friday April 26, 2019

I received a text message from Melinda on Thursday evening informing me that an infant NW had been diagnosed with Impetigo. Friday morning at 7:00am I heard from Gail A that the child had been dropped off at daycare (to my knowledge the child had not received any treatment and was required to be excluded I attempted to contact the mother (whose mail box was full) I also attempted to contact the father (according to the CDC to 8:00am when I arrived at work I found that the family had dropped off the child in the infant room without a doctors note or the 24 hours after diagnoses. The child was kept away from the others in the classroom and all of the staff were busy disinfecting everything toys, cots, highchairs everything. The child's paternal grandmother came to hand prescription medication to the classroom teacher Jade to administer. (Policy strictly states that all medication needs to be attached to a signed form from parent.) Not knowing all of the parents or students here yet I assumed the child had permission to go with this grandmother as she stated she had bottles available for the child at her home.

My concern for releasing the child was in the interest of the other children and staff exposed to this contagious disorder.

infectiousdiseasehandout

I did talk to the mother of the child on brightwheel apologizing for the error of releasing the child, but I had no reason to believe his grandmother would harm the child

I also received an email, with attachments from Melinda N - Exact conversation notes between staff and N.W. family since April 15th (Brightwheel would not give me any more back dates that that on the desktop view)

- Notations from Brightwheel conversations between staff and N.W. family since enrollment January 21, 2019

- screen shots of text message conversation between me and N.W. family on April 28, 2019.

- Copy of dr note for release to daycare dated 4/28/2019 for release on 4/29/2019 from Melinda N on 4-30-2019

Findings:

1. Child was released to someone (Paternal grandmother) who was not on the authorized pick up list.
2. Medication management policy and procedure needs reviewed and implemented. It was reported that the paternal grandmother brought prescription medication to the child's program room. It isn't clear if that medication was given to the child.
3. All staff need to be aware of medical policy/procedure regarding when children can't be at the center due to illness - include information about treatment and a doctors note allowing the child to return to child care. The child who was diagnosed with impetigo was dropped off at the center without a doctors note or the 24 hours after diagnoses.

Special Notes and Action Required:

CHILD CARE CENTER COMPLAINT

Non- compliance with regulations were found.

The new director Penny Schuessler is in the process of learning the DHS rules. She admitted she released the child to someone (Paternal grandmother) who was not on the authorized pick up list. She apologized to the child's mother.

Medication management policy and procedure needs reviewed and implemented. It was reported that the paternal grandmother brought prescription medication to the child's program room.

All staff need to be aware of medical policy regarding children not being cared for in center due to medical diagnosis for a period of time, treatment and a doctors note allowing the child to return to child care. The child who was diagnosed with impetigo was dropped off at the center without a doctors note or the 24 hours after diagnoses.

Please review center polices and procedures with all families regarding when children can't be at the center due to illness.

The center will review their medication management procedures. Penny reported that the child care nurse consultant was scheduled to come to the center on Thursday 5-2-2019 for assistance.

Someone at your center should always be available to answer the phone. You need to tell parents that they need to be able to be reached by a telephone call, text etc. please request that they make sure their cell phone mail boxes aren't full.

If you have a No shoe policy in the infant room you should talk to staff and parents to make sure it is enforced.

The staff were proactive and kept the child who was diagnosed with impetigo separated from the other children and staff disinfected everything toys, cots, highchairs etc. Please discuss sanitizing and disinfecting with the child care nurse consultant and Child Care Resource and Referral.

I am making a referral to Child Care Resource and Referral to consultation and training. This will be very beneficial for the new director Penny Schuessler.

Consultant's Signature:

Kathy DeGeorge-Evans

Date:

07-08-2019