

## CHILD CARE CENTER COMPLAINT

<b>Name of Center:</b> Grandma's House Daycare	<b>Enrollment:</b> 88	<b>License ID:</b> 3057
<b>Street:</b> 1335 E Washington St	<b>City:</b> Clarinda	<b>IA Zip Code:</b> 51632
<b>County:</b> Page		
<b>Mailing Address:</b> 1335 E Washington St		
<b>Mailing City:</b> Clarinda	<b>IA Zip Code:</b> 51632	
<b>Director's Name:</b> Michala Pederson	<b>Center Phone Number:</b> 712-542-5502	
<b>On-Site Supervisors:</b> Bobby Whitehead	<b>E-Mail Address:</b> grandmahouse@mediacombb.net	

**Date of Complaint:** 06-08-2017**Date of Visit:** 06-19-2017
☐ 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 a staff person DN, daycare worker where the child, SM (age 4) attends daycare, had two children

scratch the child, as retribution of the child scratching a peer, that left injuries. Denial of Critical Care, Failure to Provide

Proper Supervision is alleged.

**Licensing Rules Relevant to the 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.

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:**

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A Department of Human Services co-worker made an unannounced visit to Grandma's House Day Care on 6-19-2017 to discuss the complaint. Dan met with The director Julie Steitenberger (Julie Steitenberger is no longer working at Grandma's House Day Care) and other staff including staff person DN.

The staff person used extremely poor judgement in encouraging or giving the implicit okay for four year old child scratching another child. The staff person DN received a written written reprimand from her employer, her actions then by a preponderance were not reasonable nor prudent.

I talked with the new director at Grandma's House Day Care, Michala Pedersen on 9-26-2017. She reported that the staff person DN has been moved to the 3 year old room, and Michala is the preschool teacher and is in this room in the mornings with DM. Two other staff are with DM in the room in the afternoons. Michala has not seen any inappropriate behavior from DN. Michala reported the board is very active in the center with addressing issues.

**Special Notes and Action Required:**

I am recommending that the director Michala Pedersen train staff on issues regarding acceptable and appropriate treatment of children and appropriate discipline techniques. This can be done in a staff meeting or individually. If staff observe their co-workers being inappropriate to children - they need to tell the director and co-worker immediately.

Non-compliance with a discipline violation was found.

Also your center needs to provide a safe and hazard free environment.

**Consultant's Signature:**

Kathy DeGeorge-Evans

**Date:**

09-26-2017