

CHILD CARE CENTER COMPLAINT

Name of Center:	Tracey's Tots Daycare Co - Fort Dodge	Enrollment:	35	License ID:	7448
Street:	109 S 8th ST	City:	Fort Dodge	IA Zip Code:	50501
County:	Webster				
Mailing Address:	PO Box 7				
Mailing City:	Churdan	IA Zip Code:	50050		
Director's Name:	Tracey Wilson	Center Phone Number:	515-576-5437		
On-Site Supervisors:	E-Mail Address: traceystotsdaycare@frontier.com				

Date of Complaint: 01-07-2025**Date of Visit:** 01-08-2025☐ 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:**

A complaint was received that staff (HS) at Tracey's Tots Daycare had left children in the infant room unattended, had propped a bottle for a feeding infant, and were on their cell phone engaged in a video call and inattentive to the children.

Licensing Rules Relevant to the Complaint:

109.8(2)d At least one staff shall be present in every room. Brief absence of staff person permitted for 5 or less minutes when another staff person is present.

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

109.15(3)b Children under six months held or fed in sitting-up position. Bottles not propped for any child, given to a child in a crib or left sleeping with a bottle. Spoon feeding is adapted to developmental capabilities of child.

Inspection Findings:

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An unannounced visit was made to Tracey's Tots Daycare on 01-08-25 where I met with center director and owner Tracey Wilson. Tracey was informed of the complaint and stated that she had not been informed of any concerns. I was able to speak with the employee identified in the complaint (HS) who was informed of the complaint. HS stated that she does not and has not propped a bottle for any children attending the center. HS stated that she has not left the room unattended but did acknowledge one incident in which she had stepped out of the room for a moment as a parent had arrived to pick up a child. HS stated that if she is going to be out of the room for anything such as going the restroom she will either ask a co-worker to relieve her, or ask a co-worker in an adjoining classroom stand at the door to also provide supervision to her classroom. HS stated that she does use her phone to search the internet for curriculum and engagement activities for the children, or will text parents if their children need diapers or other items at the center, but she does not use her phone for anything else.

I was able to speak to the other staff at the center who all denied that anyone had spoken to them about any concerns, nor had they observed any concerns with HS, or any other staff.

It is noted that in a return call to the reporter it was clarified that the child that was identified to have a propped bottle was actually a child that was sitting in a piece of play equipment while being fed and that the staff member was holding the bottle rather than propping the bottle with a blanket, pillow, or other item, but the reporter felt that the staff should have been holding the child when feeding. The reporter also stated that the staff was on a video call with another individual and cussing at the time which the reporter felt was inappropriate.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.8(2)d At least one staff shall be present in every room. Brief absence of staff person permitted for 5 or less minutes when another staff person is present. HS did acknowledge at least one occasion of having left the room for a just a moment, but stated that when needing to use the restroom or engage in other activities she will have another staff member relieve her, or step to the door of an adjoining classroom to supervise her room as well. While Licensing Standards does allow for temporary reductions in staffing for brief periods it does still require that at least one staff member be present in each classroom where children are present. Leaving a classroom for even a "brief moment" or having a co-worker stand in a doorway to provide supervision split between two classrooms is not an allowable practice.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of Licensing Standard 109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. While all parties agree that there have been times when HS has been on a cell phone there was conflicting information regarding the purpose of the use. The reporter stated that HS was engaged in a video call where HS was cussing, and HS stated that she only uses her phone to search for curriculum activities or to notify parents of child needs. Regardless of the purpose, or inappropriate language concern there was no indication that HS was making use of the phone to the point that it was a distraction from providing supervision to the children.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of Licensing Standard 109.15(3)b Children under six months held or fed in sitting-up position. Bottles not propped for any child, given to a child in a crib or left sleeping with a bottle. Spoon feeding is adapted to developmental capabilities of child. HS denied that she does or has ever propped a bottle for a child. The reporter did clarify that the child observed had been placed in a piece of equipment while HS was feeding the child and the reporter felt that the child should be been held instead. The reporter confirmed that the bottle was not propped by the use of a blanket, pillow, or other object.

Special Notes and Action Required:

This complaint was substantiated for violation of the Licensing Standard related to maintaining ratio in the classroom. While not substantiated for other identified concerns there were practices that could be improved. The following actions are required and/or recommended.

REQUIRED:

1. The center shall ensure that if staff need to leave a classroom for a break or any other reason that at least 1 employee shall be present in the room. The use of a staff member standing at a doorway providing split supervision of another classroom shall not be considered an acceptable alternative. If ratio in a classroom requiring 2 or more employees is reduced to 1 employee this shall not exceed a period of 5 minutes, and shall not be used as an alternative to regularly scheduled breaks but rather a relief staff shall take the place of the employee.

RECOMMENDED:

1. The center should consider the option of providing center owned tablets can be used to child care related activities. The center should also designate times, or develop policies that staff make use of electronic media when documenting care activities, communicating with parents, or developing curriculum planning.

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Consultant's Signature:

Ray Salisbury

Date:

01-31-2025