

CHILD CARE CENTER COMPLAINT

Name of Center:	Kiki's Kids Learning Center and Preschool	Enrollment:	50	License ID:	41140
Street:	1858 Hayes LN	City:	West Point	IA Zip Code:	52656
County:	Lee				
Mailing Address:	1858 Hayes LN				
Mailing City:	West Point	IA Zip Code:	52656		
Director's Name:	Niki Fraise	Center Phone Number:	319-470-0352		
On-Site Supervisors:	Anna Sierson	E-Mail Address:	nikifraise@gmail.com		

Date of Complaint: 10-08-2024**Date of Visit:** 10-08-2024☐ 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:**

Children are being restrained in a chair with a strap/belt and buckle for punishment. Unknown how long the children are strapped in for. The strap goes around the child's waist/stomach area. Reporter doesn't know if any of the children have obtained injuries or marks on them from the chair.

Licensing Rules Relevant to the Complaint:

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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The determination of this report was based on statements given by staff and administration. Other HHS personnel met with the children and their families. Video of a child restrained in a chair and walking to the sink to wash hands was sent to HHS.

CCNC Amy Hayes sent an email to the center on 9/26/24 regarding the use of restraints in childcare prior to this report. HHS made an unannounced visit to the center on 10/8/24.

Other HHS personnel and I interviewed Director Fraise on 10/8/24. She indicated a chair with a strap was sometimes used for discipline in the toddler room. She stated the chair was used specifically on one child when he was tired or biting other children. She stated this occurred once a week. Another child was also placed in the chair so he would sit at the table and eat. One child in the program does have a restraint but it is a medical necessity.

Shauna F., Anna S., Maryssa D., Chealea S., Beth D., McKenzie B were all interviewed by both HHS personnel on 10/8/24. Three staff and the Director indicated a strap has been placed on a chair as a restraint. More than one child has been restrained due to biting or because they would not stay seated at the table while eating. Some staff reported they haven't used restraints for a couple weeks. One staff reported Nikki told them not to use restraints a week ago. She indicated a few staff have continued to use the strap and multiple straps are present. She indicated the center uses restraints on a couple of the children. She indicated they are sometimes used when children do not want to eat snack. She observed a child restrained in a chair walk over to the sink to wash his hands. This occurred 3-4 weeks ago.

Another staff indicated two weeks ago a child did not sit in the seat for more than ten minutes when restrained.

Staff reported a child in the toddler room is biting other children indicating he has bitten 15 times in one day.

A video of a toddler walking to the sink to wash his hands while restrained to a chair was sent to HHS. Other staff reported 3 year old preschool age children are sometimes placed in chairs with restraints as a form of discipline.

1. 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. Restraints must not be used unless the child has a disability, have a treatment plan and staff receive training. VIOLATION

Special Notes and Action Required:

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The center will continue to work with Child Care Resource and Referral and IDPH CCNC. IDPH and CCR&R will work with the center on biting, the use of restraints and positive discipline techniques. HHS made a technical referral to CCR&R and IDPH on the issues of biting, the use of restraints and positive discipline techniques.

Consultant Love visited the center and wrote the following, "I met with Nikki today at Kiki's Kids to follow up on both of the center's referrals. Below is a break down of what we went over and the resources provided and or the steps they have taken to address each item.

Safe Sleep-They have scheduled a safe sleep training with Amy Hayes the CCNC

Mixing of age groups-They are going to look at schedules and make adjustments to accommodate the toddlers using the preschool room until the preschool kids arrive.

Supervision-Niki showed me the face and name cards that are on a ring and in each classroom, they are also going to look at schedules and routines.

Restraints-Niki is going to go over the section of Comm 204 with staff and have them sign off that they have read and are aware that restraints are not to be used.

Biting-We discussed the toddler who has been biting and I suggested that staff start observing the child to look for triggers in his day to intervene and or make changes before it occurs. We went over keeping a bite log and also that incidents reports need to be filled out when this happens. They have teetherers, and other items available for him.

Behavior Management-We discussed changes in schedules and routines as well as the importance of teaching these too children in the classroom. We discussed having a visual schedule as well as being outdoors when possible. I suggested working with the AEA and having staff incorporate the interventions into their day-to-day routines.

Resources Provided/ Offered

- Sent information and resources for both families and staff around biting and how to handle it.
- Sent link for EC PBIS website with options for printable visuals for schedules, how to create routines and schedules and classroom management.
- Let Niki know CCRR had a Region 5 behavior specialist who could come and work with them and or observe to make recommendations and or provide additional resources.
- Sent a link for a training around biting.

Malia Love

Child Care Consultant

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Most staff and administration signed documents on 10/11/24 indicating restraints will not be used. Staff who were not present that date will sign documentation this week.

Consultant's Signature:

Jill Seibert

Date:

10-14-2024