Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Little Stars Child Care Center **Enrollment:** 34 **License ID:** 51440

Street: 2250 W Ridgeway AVE **City:** Waterloo **IA** **Zip Code:** 50702 **County:** Black Hawk

Mailing Address: 2250 W Ridgeway AVE

Mailing City: Waterloo **IA** **Zip Code:** 50702

Director's Name: Vacant **Center Phone Number:** 319-883-6747

On-Site Supervisors: Vacant **E-Mail Address:** director@littlestarsiowa.net

Date of Complaint: 10-06-2022 **Date of Visit:** 10-11-2022

[X] Scheduled **[ ]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[ ] NO CHANGES to licensing status recommended

[X] PROVISIONAL license from 06-06-2022 **to** 06-01-2023

[ ] 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:

On 10/06/22 a concern was reported regarding Little Stars Childcare Center in Waterloo. It is reported that on this date a staff member (Kiara E.) was physically aggressive with a one-year-old child. She pulled a cot toward her causing the child to fall. She was observed on video aggressively putting the child back on the cot. She picked him up by one arm and carried him over to the cot and then pushed him back on the cot with her foot. There were no known injuries.

Additionally, on 10/06/22 it was reported a second child had an unexplained red mark on his forehead. Also, on 10/05/22 he sustained a bump on his head after slipping on a toy and hitting his head on a cabinet. He also had a bump on the back of his head after throwing himself to the floor in a tantrum. He has no known inflicted injuries. Incident reports were completed.

On 11/01/22 I observed the toddler room out of ratio, and I observed a child in the preschool room eating a meal for lunch from Wendy's that did not meet CACFP guidelines.

Licensing Rules Relevant to the Complaint:

109.8(2)e At least one staff is present in every room where children are resting.If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained.Ratio in infant rooms is always maintained.

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

109.12(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.

109.15(4)a Written policies developed for food brought from home for children under five years of age not enrolled in school and is provided to parent at admission.Food brought from home for children under five years of age not enrolled in school is monitored and supplemented if necessary to ensure CACFP guidelines maintained.

Inspection Findings:

On 10/07/22 I had a collateral phone contact with Deb Nading, the director. Ms. Nading states she just happen to be looking at the video feed from the room when she observed a staff member, Kiara E. pull the cot of a child toward her and then pushing it back quick causing the child to fall. The child was standing on the cot at the time. Ms. Nading states she immediately went into the room. She asked Kiara what was up with pulling the cot toward her. She replied that she did not want the child to get hurt and she did not pull the cot "that hard" and then she laughed.

Regarding the mark on the child's head, Ms. Nading states he had little red spots. She states both teachers said they did not know what happened and he did not cry. Ms. Nading states she reviewed the camera states she did not see any concerns on camera. There is a blind spot in the room.

Ms. Nading states while watching the recordings she observed Kiara kicking toys instead of picking them up. She states one flew up and could have hit someone. She also observed Kiara grab the same child who was on the cot by his left arm and carry him over to his cot. She states his feet were off the ground and she took five to eight steps holding him that way. She dropped him to the ground and then used her foot to push him back on the cot.

Ms. Nading states it was also brought to their attention that a staff member, Drucilla J., observed Kiara drag her own son down the hallway.

Ms. Nading states she suspended both employees until the incidents could be investigated. I made arrangements to review the recordings at the center on 10/11/22.

On 10/11/22 I made an announced visit to Little Stars Childcare Center in Waterloo. I met with Deb Nading, the director and Ibrahim Shehata, the president of the board. I reviewed the recordings of the room. Kiara E. is observed to be on her cell phone the entire time. Mr. Shehata states he watched several hours, and she was on her phone approximately two hours.

I observed the recording of the child on the cot. At approximately 12:15 pm on 10/06/22 the child is standing on the cot, and he is placed next to a shelf. She grabs the end of the cot and pulls it toward her causing the child to fall off the opposite side of the cot. Kiara was sitting on the floor and did not get up to comfort the child.

At approximately 12:09 pm on 10/06/22 the recordings show the same child on the floor with a toy. Kiara is observed grabbing the child by one arm and lifting him off the floor she carries him over to his cot several steps away. She then drops the child down on the cot. It appeared very rough.

The second child did have a red spot on the side of his forehead. There was nothing seen in the recordings on how it occurred.

Mr. Shehata states Thoren McGomery is on the board for the childcare center and they had him review the recordings as well to help with the investigation. They all agreed that how Kiara acted in the classroom as not okay. Mr. Shehata states the Kiara will be let go from the center. The second staff member is Jakaya R., and she will return to the center. They did not observe that she did anything wrong. Ms. Nading states she spoke with Jakayla and she was going to report the concerns to her, but Ms. Nading walked into the room after observing it on the video camera.

Ms. Nading states that staff members are prohibited from cell phone use in the classrooms. They have two-way radios to communicate within the center and Ipads to communicate with parents through ProCare.

I interviewed Drucilla J. Drucilla states she observed Kiara E. dragging her son in the hallway last Thursday (10/06/22). This occurred near her classroom. She states the child appeared to be lifted off the ground. Kiara had another child in her arms when this occurred. Drucilla states she did not say anything Kiara.

Ms. Nading and Mr. Shehata states there were incident reports completed for the child who slipped on a toy and bumped his head on the corner of a cabinet and an incident report was completed when the same child threw himself to the floor when he was angry about something and hit the back of his head on the floor. The video recordings support this is how the injuries occurred. I reviewed the incident reports.

I informed Ms. Nading and Mr. Shehata that I expect all staff members to be trained on reporting concerning incidents that occur in the room with co-workers to administration immediately.

On 10/18/22 I made a collateral phone contact with Jakayla R. Jakayla states she completed incident reports for the situation where a child became angry over something and threw himself to the floor and

hit his head and received a bump and when he slipped on a toy and hit his head.

Regarding the incident with the child on the cot, Jakayla states it was nap time and they each had two or three children they were trying to get to sleep. The child in question would not go to sleep. Jakayla states it usually takes him a while. Jakayla states the child was standing on the cot with his hands on the shelf and Kiara E. pulled the cot toward her and made him fall. Kiara did not say anything as she did this. She states the child did not cry and she was going to get up and comfort the child, but Ms. Nading walked in the room and grabbed the child and comforted him. She states the child was not doing anything out of the ordinary when Kiara grabbed the cot. Jakayla states she then left the room to breast feed her child.

Jakayla states she would not have said anything to Kiara about the incident, but she was going to report it to Ms. Nading. Jakayla states she does not remember seeing Kiara pick the child up by one arm.

On 11/01/22 at 12:00 pm I made an unannounced visit to Little Stars Childcare Center in Waterloo. Deb Nading, the director was not present. Ibrahim Shehata's son, Muhammad, and his wife, Afaf, were present so I talked with them. I explained I was making an unannounced visit to follow-up on them being on a provisional license. I told them I was going to look in the rooms to make sure they were within ratio.

I observed all four rooms. I followed Afaf and another staff member into the toddler room. When we walked in there was one staff member with five children under the age of two, which is out of ratio. As I continued to walk through the center, I observed a child in the preschool whose lunch was Wendy's fast food. This does not meet the Child and Adult Care Food Program (CACFP) guidelines that centers are mandated to follow.

On 11/02/22 I had a collateral phone contact with Ibrahim Shehata. He informed me that Deb Nading has decided not to be the director of the program. She left the center without telling anyone on 11/01/22 and has decided not to come back. Regarding being out of ratio, Mr. Shehata states one of the staff members moved to the infant room to feed her child. When she left the room there were only three children in the room. In a matter of minutes one child arrived at the center and another child was moved to the toddler room from another room. The room was not intentionally left out of ratio. I informed him the infant room can never be out of ratio.

I also discussed with him the situation with the child eating a meal from Wendy's for lunch. I informed him the center must supplement meals for children when parents bring in meals that do not meet CACFP programs.

Currently parents provide lunch for the children.

Mr. Shehata informed me that he had thought Ms. Nading had arranged first-aid and CPR for the staff members but this has not occurred. None of the staff members at the center have first aid and CPR. I told him this had to be rectified immediately.

Special Notes and Action Required:

109.12(2)a-d. Discipline does not allow for corporal punishment; punishment that causes humiliation, fear, pain or discomfort. Discipline does not allow for punishment or threat of punishment associated with a child's illness, lack of progress in toilet training, or in connection with food or rest. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. VIOLATED. I observed at least two incidents on the video recordings where staff member Kiara E. treated a child rough and inappropriately. In one incident she pulled on his cot causing him to fall and in the second incident she grabbed a child by one arm and lifted him off the floor to carry him to his cot. She then roughly dropped him on the cot. Staff members should be using positive methods to redirect children's behaviors. No actions should be taken that place the child in physical harm.

109.10 (16)a. Supervision. The center director and on-site supervisor shall ensure that each staff member, substitute, or volunteer knows the number and names of children assigned to that staff member, substitute, or volunteer for care. Assigned staff, substitutes, and volunteers shall provide careful supervision. VIOLATED. While reviewing video recordings a staff member was observed on her phone the entire time rather than supervising the children. Staff members should not be on their phones while for personal reasons while caring for children. Additionally, the actions of the staff member toward a child in a rough manner is considered not to be careful supervision.

109.8(2)d. Ratio in infant rooms is always maintained. VIOLATED. I observed the toddler room out of ratio on 11/01/22. Infant rooms can never be out of ratio.

109.15(4). Food Brought From Home. The center shall establish policies regarding food brought from home for children under five years of age who are not enrolled in school. A copy of the written policy shall be given to the parent at admission. Food brought from home for children under five years of age who are not enrolled in school shall be monitored and supplemented if necessary to ensure CACFP guidelines are maintained. VIOLATED. A child in the preschool room had a parent who brought the child lunch from Wendy's. This does not meet the CACFP guidelines and is not allowed. The center is mandated to supplement the child's meal so that it meets CACFP guidelines.

An additional concern is that currently no one at the center has first-aid or CPR. This must be corrected immediately.

I expect all staff members to be trained on reporting concerning incidents that occur in the room with co-workers to administration immediately.

Currently, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:

Rebecca Frost

Date:

11-08-2022