Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: KidsPoint C Street **Enrollment:** 145 **License ID:** 24556

Street: 5830 C St Sw **City:** Cedar Rapids **IA** **Zip Code:** 52404 **County:** Linn

Mailing Address: 318 5th St SE

Mailing City: Cedar Rapids **IA** **Zip Code:** 52401

Director's Name: Ginny Stroschein **Center Phone Number:** 319-841-4055

On-Site Supervisors: Ginny Stroschein **E-Mail Address:** gstroschein@waypointservices.org

Date of Complaint: 06-20-2024 **Date of Visit:** 06-27-2024

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

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

RECOMMENDATION FOR LICENSE

[X] 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

On 6/20/2024, a complainant reported staff gave daily medication to the wrong school-age child.

Licensing Rules Relevant to the Complaint:

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

109.10(3)a All medications shall be stored in original containers with physician or pharmacist directions. Labels should be intact and stored so they are inaccessible to children and public. Nonprescription medications shall be labeled with the child's name.

109.10(3)b For every day an authorization for medication is in effect and child is in attendance, there shall be a notation of administration including the name of medicine, date, time, dosage, given or applied, and the initials of the person administering the medication or the reason the medication was not given.

109.10(3)c For ongoing, long term medications, authorization shall be obtained for a period not to exceed the duration of prescription.

Inspection Findings:

CHILD CARE CENTER COMPLAINT

On 6/27/2024, licensing conducted an unannounced visit to KidsPoint C Street. The following is based upon a face-to-face interview with managing director of KidsPoint childcare Ashley Meyer, a face-to-face interview with site specific director Ginny Stroschein, face-to-face interviews with multiple staff throughout all classrooms including the school-age classroom, and observations while on-site:

109.10(3)a-c The center shall have written procedures for dispensing, storage, and authorization, and recording of all prescription and non-prescription medications. All medications shall be stored in original containers with physician or pharmacist directions. Labels should be intact and stored so they are inaccessible to children and public. Nonprescription medications shall be labeled with the child's name. For every day an authorization for medication is in effect and child is in attendance, there shall be a notation of administration including the name of medicine, date, time, dosage, given or applied, and the initials of the person administering the medication or the reason the medication was not given. For ongoing, long term medications, authorization shall be obtained for a period not to exceed the duration of prescription. RULES VIOLTAED.

- On 6/18/2024, managing director of KidsPoint childcare Ashley Meyer self-reported an incident to licensing that included an internal investigation.
- Information gathered indicated on 6/18/2024 daily medication was given to the wrong school-age child. Management and staff became aware of what happened after electronic communication was sent to that child's parent and that parent responded indicating their child does not take daily medication. Management discussed how they went to the school-age classroom, questioned school-age staff and began monitoring the school-age child until the parent arrived. Medical consultation was sought.
- On 6/27/2024, licensing perused all classrooms.
- On 6/27/2024, licensing observed medication storage including school-age medication storage. Information gathered supported that since this incident, daily school-age medication was moved from the school-age room to an administrative area and that management persons are now administering the daily school-age medication.
- On 6/27/2024, licensing observed rescue medication storage including school-age rescue medication storage. Information gathered supported that rescue medication remains in the room or area where the corresponding child is present. On 6/27/2024, storage of school-age rescue medications (AW, JG, MK) was observed to be poor. One school-age rescue medication (AW) also lacked written parental medication authorization. Licensing, staff and management discussed keeping each child's rescue medication in each's entirety by way of a labeled clear secure bag (e.g. any required prescribed medication, any required over the counter medication, the written emergency rescue medication plan, the written parental authorization). It was also noted the school-age first-aid bag did not have sufficient storage space.
- On 6/27/2024, management talked how the school-age summer program commenced operations on 6/10/24, how many of the school-staff are new or within their first year of employment and how this incident happened on 6/18/2024 or shortly after opening for the summer.

During the course of this complaint visit, the following additional incidents were noted to have recently occurred:

- Information gathered indicated a 2yo child who has a cow's milk allergy was recently given cow's milk while at KidsPoint C Street. Examination revealed one staff provided the 2yo child with the required, needed milk substitute only to have a second staff refill the 2yo child's cup with cow's milk. The 2yo child ingested the cow's milk and began displaying systems consistent with an allergic reaction. Parents of the 2yo child were alerted, rescue medication had to be administered twice and emergency medical consult sought.
- On 6/27/2024, a child who has a soy allergy was given a "smash burger" containing soy proteins while at KidsPoint C Street. Examination revealed the child consumed 2/3 of the "smash burger" before staff, management or kitchen personnel realized the child should not be eating the "smash burger". Parents of the child were alerted, and they requested increased observation of their child for allergic reaction symptoms and possible further action.

Special Notes and Action Required:

A formal referral to the local nurse consultant for resources and training in the areas of medication management (e.g. administration, storage) and cares for special health needs (e.g. allergies, seizures, diabetes, asthma) has been made. Licensing strongly supports all KidsPoint staff (e.g. full-time, part-time, substitute, floater, new, seasoned, culinary team) obtain the training and resources offered by the local nurse consultant.

Licensing and management discussed the need for every new staff to have a better new staff orientation-mentoring process, using child name tags to help staff with face-to-name identification, having consistent medication storage procedures throughout all rooms in the center that include child pictures to help all staff with proper identification, and having clear allergy postings throughout all rooms in the center that include child pictures to help all staff with proper identification. Licensing and management talked about acquiring a larger first-aid bag for the school-age classroom. Licensing and management further discussed consulting with the program's legal and insurance persons.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHHS Licensing Consultant to inquire.

Addendums:

- Addendum1: On 10/1/2024, local CCNC indicated 27 staff have completed the online Medication Administration class as well as tested out. CCNC reported only 1 staff has yet to test out. The local CCNC noted she, along with the assistance of an additional CCNC, also conducted the Health and Safety Checklist at this center in the green room on 9/26/2024. The local CCNC talked about how checklist results will continue her work with the center's management team and employees on improvements to first-aid kits, food table preparations, modifying foods served, outdoor equipment, hand washing and routines.

This Addendum is approved by supervisor on 10/2/2024 9:35:07 AM

Consultant's Signature: **Date:**

Amy Lyons 07-02-2024