Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: VGM Child Care Center **Enrollment:** 41 **License ID:** 52352

Street: 1111 Van Miller Wy **City:** Waterloo **IA** **Zip Code:** 50701 **County:** Black Hawk

Mailing Address: 1026 E Seerley BLVD

Mailing City: Cedar Falls **IA** **Zip Code:** 50613

Director's Name: Jay Mattson **Center Phone Number:** 319-824-4214

On-Site Supervisors: Sara Koester **E-Mail Address:** admined@cuccc.org

Date of Complaint: 06-28-2024 **Date of Visit:** 07-02-2024

[X] Scheduled **[ ]** 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 06/28/24 a concern was reported regarding VGM Child Care Center in Waterloo. It is alleged on 06/26/24 a two-year-old child was left alone in a room for twelve minutes.

Licensing Rules Relevant to the Complaint:

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

Inspection Findings:

It should be noted that on 06/27/24 I was contacted by Sara Koester, the on-site supervisor for the program. Ms. Koester reported a two-year-old child was left alone in a room during a transition to another space on 06/26/24 and she wanted to know if it should be called into the child abuse hotline. Ms. Koester did make the call after the parent reviewed the video recording of the incident on 06/28/24 and wanted it called in.

On 07/01/24 I received an email from Shane Sievers from the Department of Health and Human Services (HHS). I also received an email from Jordan Jackson from the HHS. I planned to meet Mr. Jackson at VGM Child Care Center on 07/02/24.

On 07/02/24 I made an announced visit to VGM Child Care Center with Jordan Jackson from HHS. We met with Sara Koester, the on-site supervisor for the center. Ms. Koester showed us the video recording from the classroom on 06/26/24. The children are lined up at the door and the child in question walks behind the teacher. The teacher is holding one child. The teacher watches the other children leave the classroom and does not look behind her, thus leaving the child alone in the room. The cameras are motion activated and shut off after the teacher and other children leave the room. When they turn back on the child is standing in the same spot in the classroom and walks a few steps. The child does not appear upset in the recordings. Another staff member walks by the room and sees the child and takes him to the office. There were seven children with one staff member so the room was in ratio.

Ms. Koester states she did not tell the parent until the following day because she had not had a chance to review the video or interview staff members and she did not have any information to answer the mother's questions. Ms. Koester states the mother watched the same video recording on 06/28/24. The mother believes the child ate something in the room because the child vomited the same night he was left alone. Ms. Koester states there was nothing in the room that would have made the child sick. The cameras indicate the child did not move around the room. He stood in one spot. The cabinets in the classroom are locked so he would not have access to anything unsafe. The mother did not report anything unusual about the vomit and had also reported that that the child drank a big glass of apple juice prior to throwing up.

Maddy W., the staff member in the room, was interviewed. Maddy had just started at the center on 06/03/24. Maddy states it was right before 3:30 pm and she was moving the children from the classroom to the motor room. She had one child in her arms and one child was crying. Maddy states she did not notice the child was not in the line or in the motor room. Another staff member brought him to the motor room after a little bit.

Maddy states she would never leave a child in the room on purpose. Maddy states she held the child on her lap and apologized to him. He seemed ok. Maddy states the mother arrived at the center shortly after it happened and she did not know if she should say anything to her. She states she is new and did not know how to handle it.

Maddy states she did not count the children when they left the classroom or arrived in the motor room. Maddy states she did not know she was supposed to count the children. She states no one told her that. She did read the orientation materials.

Ms. Koester states Maddy was disciplined through the center but remains employed.

Special Notes and Action Required:

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. VIOLATION. The staff member did leave a child in the classroom unsupervised for 12 minutes. I do not believe the child was harmed. Daycare classrooms are designed to be safe for children. Cabinets were locked. Video recordings indicate the child did not move around the room while he was alone. Staff members should be counting children during every transition.

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:

Date:

07-30-2024

Rebecca Frost