Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Happy Hollow Preschool & Childcare-Southwest **Enrollment:** 79 **License ID:** 51189

Street: 400 3rd Ave SW **City:** Cedar Rapids **IA** **Zip Code:** 52404 **County:** Linn

Mailing Address: 400 3rd Ave SW

Mailing City: Cedar Rapids **IA** **Zip Code:** 52404

Director's Name: Haley Mussman **Center Phone Number:** 319-540-0410

On-Site Supervisors: Angela "Angie" Clifton **E-Mail Address:** haleymussmann@gmail.com, HappyHollow18@gmail.com

Date of Complaint: 09-08-2023 **Date of Visit:** 09-12-2023

[ ] 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 9/8/2023, a complainant reported Happy Hollow Preschool and Childcare - Southwest is practicing unsafe sleep leaving children in swings, bottle propping in cribs, using boppy pillows in cribs and allowing blankets in cribs. The complainant reported the center is also constantly out of ratio and staff are rough with the children.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

109.12(5)e The provider shall follow safe sleep practices recommended by AAP for infants under one year of age:Infants shall always be placed on their back for sleep.Infants shall be placed on a firm mattress with a tight fitted sheet that meets Consumer Product Safety Commission federal standards.Infants shall not be allowed to sleep on a bed, sofa, air mattress or other soft surface. No child will be allowed to sleep in any items not designed for sleeping but not limited to, an infant seat, car seat, swing, bouncy seat.No toys, soft objects, stuffed animals, pillows, bumper pads, blankets, or loose bedding shall be allowed in the sleeping area with the infant.No co-sleeping shall be allowed.Sleeping infants shall be actively observed by sight and sound.If an alternate sleeping position is needed, a signed physician or physician assistant authorization with statement of medical reason is required.

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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The following is based upon licensing conducting an unannounced annual 2023 license visit on 8/28/2023, licensing conducting an unannounced complaint visit on 9/12/2023, a face-to-face interview with owner/director Haley Mussman on 8/28/2023, face-to-face interviews with multiple staff (including young infant room staff and 1yo room staff) throughout the rooms on 8/28/2023 and 9/12/2023, and observations while on-site on 8/28/2023 and 9/12/2023:

109.8(2) Ratio maintained in center as required by age. RULE NOT VIOLATED.
- On 8/28/2023 and again on 9/12/2023, licensing perused all child occupied areas and found each to be in ratio.
- On 9/12/2023, licensing and various staff on-site reviewed ratio rules including naptime ratio.

109.12(5)e The provider shall follow safe sleep practices recommended by AAP for infants under one year of age: Infants shall always be placed on their back for sleep. Infants shall be placed on a firm mattress with a tight fitted sheet that meets Consumer Product Safety Commission federal standards. Infants shall not be allowed to sleep on a bed, sofa, air mattress or other soft surface. No child will be allowed to sleep in any items not designed for sleeping but not limited to, an infant seat, car seat, swing, bouncy seat. No toys, soft objects, stuffed animals, pillows, bumper pads, blankets, or loose bedding shall be allowed in the sleeping area with the infant. No co-sleeping shall be allowed. Sleeping infants shall be actively observed by sight and sound. If an alternate sleeping position is needed, a signed physician or physician assistant authorization with statement of medical reason is required. RULE VIOLATED.
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. RULE VIOLATED.
- On 8/28/2023, licensing observed a boppy pillow in a 1yo room crib. When asked, staff reported they were using it for an infant to self-feed from a bottle while placed into the crib. Licensing, management and 1yo room staff reviewed safe sleep and infant feeding rules.
- On 9/12/2023, licensing observed an infant under 1yo sleeping on a cot completely covered (including their head) by a blanket. Staff immediately corrected this based upon prompt from licensing.
- On 9/12/2023, licensing observed an infant self-feeding from a bottle while positioned on a boppy pillow on the floor. A staff was observed to be seated next to this infant on the floor while holding and bottle feeding another infant. Licensing and staff discussed how boppy pillows are not designed to prop an infant up allowing them to feed themselves. Licensing and staff discussed how an infant shall either be held during feeding or be placed into furniture (e.g. high chair) approved by the US CPSC and ASTM standards for feeding with manufacturer instructions followed.
- On 9/12/2023, licensing observed several infant (under 1yo) room cribs to contain blankets or items including boppy pillows. When asked, staff reported allowing infants to fall asleep with their blanket and sometimes in an infant container device (e.g. bouncy seat, swing) before moving them to a crib. Licensing and staff reviewed safe sleep rules including that blankets are not allowed during any part of the sleeping process and that infants are not allowed to sleep or fall asleep in container devices.
- On 9/12/2023, licensing observed multiple infants (in young infant room, in 1yo room) having pacifiers attached to their clothing by way of long cloth pacifier clips or longer string-like silicone pacifier clips. Licensing and staff discussed how pacifier clips do not support safe sleep. Licensing and staff also talked about how pacifiers hanging from infant clothing and used periodically throughout the day present a sanitation hazard and possible source of transmission of illness. Staff agreed to fully stop using pacifier clips.
- On 9/12/2023, infant room staff questioned if they were able to move an infant from one container device to another container device every 10-15 minutes for the duration of the day. Licensing and staff discussed how all equipment in licensed childcare shall be US CPSC and ASTM approved and used as the manufacturer intends including how no manufacturer instructions support the rotation of an infant among various container devices every 10-15 minutes for the duration of that infant's day. Licensing and staff discussed rules pertaining to developmental appropriateness, physical appropriateness, infant nurturance and staff in ratio being actively involved in programming with the children.

Special Notes and Action Required:

On 9/26/2023, licensing spoke with owner/director Haley Mussman. Ms. Mussman discussed how they recently began collaborating with CCR&R for infant resources and that infant room staff will be participating in the new CCR&R sponsored safe sleep training scheduled in October 2023. Also discussed was additional collaboration with the local nurse consultant regarding further safe sleep and infant care resources.

Based upon the above, including already noted CCR&R collaboration and upcoming scheduled training for infant room staff, no response to this report is requested.

*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.

Consultant's Signature:

Amy Lyons

Date:

09-26-2023