Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Full Circle Child Development Center LLC **Enrollment:** 140 **License ID:** 37763

Street: 9375 Bishop DR **City:** West Des Moines **IA** **Zip Code:** 50266 **County:** Polk

Mailing Address: PO Box 730

Mailing City: Waukee **IA** **Zip Code:** 50263

Director's Name: Jarrid Cyr **Center Phone Number:** 515-987-9642

On-Site Supervisors: Katie Cyr **E-Mail Address:** fullcirclecdc@gmail.com

Date of Complaint: 12-05-2023 **Date of Visit:** 12-05-2023

[ ] 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 12/5/23, a complaint intake came in stating the following:

1. Diaper cream was not being applied to a child and then the child developed a rash. It was stated that a parent spoke to the owner/director, Jarrid about this and this situation has improved since that conversation which appeared to have occurred a week or two prior.

2. Staff member, BV (initials) yells at kids and doesn't interact with children. This information was presented to the reporter by a third party.

3. An incident/accident report was provided to a parent in December 2023 for an alleged incident that occurred in October 2023.

4. A child is supposed to take a nap, but didn't nap one day.

5. Staff members BV and BT have criminal records, but are working at the center.

Licensing Rules Relevant to the Complaint:

109.6(6)c Center repeats Iowa record checks at a minimum of every two years or when aware of additional child abuse or criminal history that occurs.

109.10(10) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes:Minor injuries.Minor changes in health status.Minor behavioral concerns.Incidents resulting in injury to a child.Shall be verbally notified immediately when there is:A serious injury to a child.An incident resulting in significant change in health status.An incident includes child being involved in inappropriate, sexually acting out behavior.A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file.Serious injuries and deaths must be reported to the Department within 24 hours.

109.12(1)b Program provides for a balance of active and quiet, individual and group, indoor and outdoor, and staff-initiated and child-initiated activities.

109.12(2)d No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

109.12(5)b Infants diapered in a sanitary manner as needed in central diapering area.One changing table for every 15 infants/toddlers needing diaper changes.Diapering, sanitation, and handwashing procedures posted and implemented in central diapering area.

Inspection Findings:

An unannounced visit was made to the center on 12/5/23. This consultant spoke to the staff member in charge, Janice Qualls. It was learned that Jarrid and Katie Cyr were out of the office this week as they were on a family vacation. Janice called Jarrid by phone in Jarrid's office and this consultant spoke to Jarrid as well to explain the allegations.

This consultant also visited with staff member BV. BV denied she yells at kids. BV stated that sometimes it gets loud and she will raise her voice, but that is because she is trying to get the children to listen to her. Jarrid stated BV is still fairly new and she is in training. This consultant recommended to BV that she be aware of when she has to raise her voice as some people may get the wrong idea or think she is yelling at children. At this time, there is not sufficient evidence to conclude a licensing violation occurred. The center is FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 109.12(2)D.

BV stated she knows how to change a diaper and knows the diapering procedures. BV stated she applies diaper cream if a child has diaper cream present. This consultant reminded BV and Janice that if a child has diaper cream, apply it to the child and then note it on Bright Wheel. It was also reported prior to this consultant visiting that this situation has improved after a parent had a conversation with Jarrid about this issue. At this time, the center is FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 109.12(5)B

In regards to incident/ accident reports being completed timely and thoroughly, the center had another complaint towards the end of November regarding this issue. The center was found to be in non-compliance with this issue on 11/28/23. This issue continues to be addressed.

In regards to a child not napping on one day, licensing does not require that children five and under nap. It is recommended, but not required. What is required is that a rest or quiet time be provided. There was a quiet/rest time provided on the day in question. The child supposedly had a blanket that was not given to the child on the day she didn't nap. A cot and sheet, however, were provided. At this time, the center is FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 109.12(1)B. IF A PARENT PROVIDES AN ADDITIONAL BLANKET TO THE CENTER FOR THEIR CHILD HOWEVER, IT SHOULD BE AT LEAST OFFERED TO THE CHILD.

As it pertains to the record checks being completed for two staff members, both staff members did each have a criminal transgression on their record. The center completed SING and fingerprinting for both individuals prior to their employment beginning. It is not know why SING and fingerprinting cleared for one staff even through there was a record. This consultant even spoke to the HHS Record Checks Unit as to why this would happen. In this consultant's year's of experience in this position, that has never occurred before. Correct dates of birth were provided. This employee however, is no longer employed at the center after learning this information. In regards to the other staff member, the transgression occurred shortly after employment began and record checks were already completed. However, after learning there was a transgression, the center should have done SING checks again on this staff person and that did not happen. As a result, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.6(6)C. IT IS NOTED THAT THIS STAFF PERSON CAN CONTINUE TO WORK, HOWEVER CAN'T BE ALONE WITH CHILDREN UNTIL THE RECORD CHECK UNIT CAN EVALUATE THE TRANSGRESSION. THIS DECISION WAS MADE IN PART AFTER LEARNING THAT IF PAPERWORK IS COMPLETED AN SUBMITTED CORRECTLY, THIS PERSON WOULD STILL MOST LIKELY BE APPROVED TO WORK IN CHILD CARE BASED ON THE NATURE OF THE TRANSGRESSION. THE CENTER IS CURRENTLY ADDRESSING THIS ISSUE NOW.

Special Notes and Action Required:

The staff person who is currently having the transgression evaluated by HHS Record Checks Unit should continue to not be alone in a classroom (i.e. at least one other staff member also needs to be present) until the record check can be evaluated by HHS Record Checks Unit.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email nkneppe@dhs.state.ia.us so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.
*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHS Licensing Consultant to inquire.

Consultant's Signature:

Nathan Knepper

Date:

12-13-2023