Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Community United Child Care Centers-Westridge **Enrollment:** 172 **License ID:** 22648

Street: 3610 Ansborough Ave **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:** 319-234-5920

On-Site Supervisors: Amy Junkins **E-Mail Address:** admined@cuccc.org

Date of Complaint: 05-31-2023 **Date of Visit:** 06-02-2023

[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 05/31/23 a concern was received regarding CUCCC-Westridge in Waterloo. It is reported that a two-year-old child was left alone in a room for an unknown period of time. The child was visibly upset.

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:

On 06/01/23 at 9:45 am I received an email from Amy Junkins, the on-site supervisor at CUCCC-Westridge in Waterloo. Ms. Junkins informed me that on 05/31/23 a 25-month-old child was left alone in a classroom for 22 minutes. The parent of another child brought the child to the office. The staff members did not count heads during combing the child from the Dolphin room to the Seal room or while going through doorways, as is the policy. The parents were notified last night, and the center did a follow-up with them this morning.

On 06/01/23 I emailed Lacey Halleck from the Department of Health and Human Services. Arrangements were made for a joint visit to CUCCC-Westridge in Waterloo on 06/02/23.

On 06/02/23 I met Lacey Halleck from the Department of Health and Human Services at CUCCC-Westridge in Waterloo. This was an announced visit. We met with Amy Junkins, the on-site supervisor. Ms. Junkins states they took statements from the staff members in both rooms immediately. They have not interviewed staff members because of this assessment. Ms. Junkins shared the video recording of the room. We witnessed staff members lining the children up and leaving the room. A child was left alone in the Dolphin room. We then observed the children enter the Seal room. There is no audio in the recordings, but we did not observe any communication between staff members.

Ms. Junkins states it is their policy that staff members count the children at every doorway. The children should have been counted when they left the Dolphin room and when they entered the Seal room. They also have a policy that they break the children into groups based on the ratio. There were twelve children in the Dolphin room and twelve children in the Seal room when they combined. The Dolphin

room should have sent a group of seven children with one staff member and a group of five with the second staff member.

Ms. Halleck and I spoke with Nikki Pfalzgraf the assistant director of the program. The parent of another child brought the child to the office and handed him to Ms. Pfalzgraf. She states the child was shaking and visibly upset. He did not want to come to her at first.

Ms. Junkins states when they spoke with the mother, she said he was fine and acting normally.

Katie M. was interviewed. She is the lead in the Seal room. Katie states the room combined after the afternoon snack, which would be about 3:00-3:15 pm. She states normally at 3:00 pm they would go outside, but it was too hot on this date, so they went to the motor room. Katie states they normally talk about how many children each room has. She states she assumed they counted their children, and she knows how many children their room had. She states they take the children in groups based on ratio. She states she keeps track of the children in her group. Katie states they have sign-in sheets, but they do not really look at them unless they are signing children in and out. Katie was remorseful about the situation.

Veronica G. was interviewed. Veronica is the assistant in the Seal room. Veronica states they are supposed to do a head count of the children. They split in two groups. She states they typically sit on the carpet and talk about how many children they have. When they combine, they typically stick with their own children. She states her room did their head count and said how many children they have. She said the leads are normally in charge of doing the counting, or the assistant if the lead is gone. Veronica states when they went to the motor room, they went in groups. She thought she heard Katie do a count of all the children because that determines how many children are in each group. Veronica states they keep the sign-in sheets separate for each room, but they have access to them both. She states they focus on their own children when they are combined.

Nicole D. was interviewed. Nicole is the assistant in the Dolphin room, but she was in charge the day of the incident because the lead was gone. Nicole states when they leave a room, they can line the children up in groups and take them or line them all up and take them. Nicole states on the day of the incident they had twelve children and they split them up six and six. She states she left Robin W. (a floater in the room) with her six children and left the room. Ms. Halleck pointed out to Nicole that in the video it appears they children all piled out of the room at once and there were not groups. Nicole states when they combine rooms, they have the children move to the carpet and play with tub toys and count the children. She states she did not see Robin walk into the room with her children because she had two children near her that were hitting one another. Nicole states they should have all been counting the children. She states they all lacked and that was their mistake. Nicole states a parent walked into the motor room right behind Robin and told them a child was left in the room.

Robin W. was interviewed. Robin is a floater and was the assistant in the Dolphin room the day of the incident. Robin states they normally count the children when they leave a room, but for some reason that day they all ran over to the other room to play. Robin states she thought she had counted them, but she must not have. She states they should have counted the children when they walked out the door and were in the bathroom area. She thought Veronica counted all the children because she said they had nineteen. She was informed there were 24 children once they combined. Robin states she thought her class had nine children and the other class had ten children. She states they combined in the Seal room and then went to the motor room. Robin again stated she thought she had counted the children. She states she did not know a child was missing and this surprises her. She said it was weird they did not figure that out. Robin states she floats around a lot to different rooms, and she gets confused with who the children are. She states the children should have been counted. Robin was noticeably upset by the situation.

Ms. Junkins informed Robin she was the last one out and she should have done an extra sweep of the room before leaving. She told her this was why it is so important to leave the room in groups of ratios.

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. VIOLATED. A child was left alone in a room for 22 minutes because staff members failed to count the children during several opportunities. The center policy is that they count children as they go through each doorway.

Staff members mentioned that when they combine, they supervise “their” children. Staff members must realize that once they combine, all the children are under their care and all the staff members are responsible for all the children.

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:

06-28-2023