

CHILD CARE CENTER COMPLAINT

Name of Center:	The Study Loft By Tree House	Enrollment:	50	License ID:	44221
Street:	110 NW 9th ST	City:	Ankeny	IA Zip Code:	50023
County:	Polk				
Mailing Address:	2401 W 1st ST				
Mailing City:	Ankeny	IA Zip Code:	50023		
Director's Name:	Missey Michel/Mindy Seeman		Center Phone Number:	515-965-5505	
On-Site Supervisors:	Katie Swick		E-Mail Address:	melinda@treehouseglc.com melissa@treehouseglc.com	

Date of Complaint: 09-14-2024**Date of Visit:** 09-19-2024☒ Scheduled ☐ Unannounced ☐ NA☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found**RECOMMENDATION FOR LICENSE**☒ 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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

It is alleged that on 9/13/2024 staff dropped off several school-age before and after school participants at The Study Loft but there was no adult at The Study Loft Before and After school program to receive the children and the children were locked out of the building. The group of school-age before and after school program children were locked out of the building unattended for anywhere from 1 to 5 minutes and they were afraid and crying. Denial of Critical Care, Failure to Provide Proper Supervision is alleged.

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:

CHILD CARE CENTER COMPLAINT

I reviewed the complaint intake initial information. Concerns regarding supervision were reported and accepted for a child protective assessment, that was assigned to Child Protection Worker (CPW) Callie Moore to complete.

I was in contact with CPW Moore, discussing the specifics and time to visit with staff at the center regarding this incident.

I was also contacted by owner Missy Michel; who indicated that she was made aware of the situation by an on-site supervisor LW. Missy went on to explain that the regular after noon staff for this center's after school programming on 9/13/24 had called in ill to On Site Supervisor; who was in ratio at the time this call occurred and overlooked contacting center transportation drivers and additional PM staff at the Study Loft. A second staff arrived that had been transporting other school-age children to find the first group of children transported by staff AS to the Study Loft. Staff AS did not realize that no PM staff was present in the center building and departed the center to resume transportation for other school-age children dismissing from school. Missy estimated a few minutes that the first group of school age children were unattended at the Study Loft Center front door as the building was locked. Staff GW located the additional children, opened the center door and contacted administrative staff. None of the children were physically harmed, however some children were anxious possibly crying.

On 9/19/24 CPW Moore and I met at the center with several staff involved and owner Missy Michel. On-site supervisor LW that had received the staff call in that is assigned to the study loft PM shift; LW indicated they were working in ratio during the time the staff call in and had later forgotten to communicate to either director or the owner a fill-in for the PM shift at the Study loft was needed. Staff AS that was in charge of transporting school age children from schools to the center arrived at the center with the first group of children; and departed the Study Loft Center prior to observing that the children were let in the building by awaiting staff. About 3 minutes elapsed with the second center transportation van/bus arrived at the center driven by staff GW; who indicated they encountered the children outside the study loft door and proceeded to let both her group of children and the first group of children in the building. Staff BW then contacted administrative staff for assistance.

Owner Missy Michel stated that parents were notified as soon as possible. Missy indicated that she arranged for a meeting between she and all the parents at the center to discuss the incident; she had commenced an internal investigation that was in-line with the above description. Missy indicated that all staff had additional coaching/training; the center crafted a group text message that includes all staff that are involved with transportation, directors, the on-site supervisor to keep all in contact with one another. Missy is also working to draft an emergency plan for the children should something similar to this occur or another kid of emergency where the children could approach the business located on the same property with employees present during common business hours; that could contact additional staff or the police etc.

On 10/8/24, I was notified that the CPS assessments pertaining to this incident had concluded and were NOT COMFIRMED for neglect.

Interviews of staff involved and the owner revealed that a group of seven school-age children were unsupervised outside the study loft for approximately 3-5 minutes. A second staff was just minutes behind the first center bus of children; and let all of the children in the building. While none of the children was physically injured; there is substantial evidence that a licensing violation did occur. Non-compliance with with regulations was found under Iowa Administrative Code 109.10(16)a. The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Special Notes and Action Required:

The owner conducted a meeting at the center for all parents of the children involved; additional coaching and training was provided along with a new group messaging system to keep staff involved with transportation informed of where the other is; and if a staff person was ill etc. Additionally, the owner is drafting additional emergency plan for the children to be able to approach an immediately adjacent business to call in an emergency etc.

No further actions required at this time.

Consultant's Signature:

Maggie Gibson, SWIV

Date:

10-29-2024