Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Tracey's Tots Daycare Co - Fort Dodge **Enrollment:** 52 **License ID:** 7448

Street: 109 S 8th ST **City:** Fort Dodge **IA** **Zip Code:** 50501 **County:** Webster

Mailing Address: 109 S 8th ST

Mailing City: Fort Dodge **IA** **Zip Code:** 50501

Director's Name: Jenny Lindner **Center Phone Number:** 515-576-5437

On-Site Supervisors: **E-Mail Address:** traceystotsdaycare@frontier.com

Date of Complaint: 11-03-2022 **Date of Visit:** 11-03-2022

[ ] 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:

A complaint was received that a child attending Tracey's Tots Daycare had an injury to the lower lip where it was reported to have been caused by being hit by a peer. The injury was described as a "huge hole" that was not consistent with this history. The reporter was also concerned that the center is not properly staffed to assure the safety of the children.

Licensing Rules Relevant to the Complaint:

109.4(2)d Written plan developed for staff orientation regarding center's policies and licensing regulations. Orientation is in accordance with center's staff orientation plan.

109.7(1) All staff(within first 3 months of employment)Two hours of approved training FOR the mandatory reporting of child abuse.At least one hour of training regarding universal precautions and infectious disease control.Certification in American Red Cross, American Heart Association, American Safety and Health institute or MEDIC First Aid infant, child, and adult cardiopulmonary resuscitation (CPR) OR equivalent certification approved by the department. A valid certificate indicating the date of training and expiration date shall be maintained.Certification in infant, child, and adult first aid that uses a nationally recognized curriculum or is received from a nationally recognized training organization including the American Red Cross,American Heart Association, American Safety and Health Institute or MEDIC First Aid or an equivalent certification approved by the department.A valid certificate indicating the date of training and expiration date shall be maintained.Minimum health and safety trainings, approved by the Department. If significant changes occur to content, the Department may require the training be renewed.

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

109.9(1)b All files contain:A signed copy of DHS criminal history record check or any other permission form approved by the Department of public Safety for conducting an Iowa or national criminal history check. A copy of Request for Child Abuse Information.Copies of the results of Iowa records checks conducted.Copies of national criminal history check results.Any Department-issued documents sent to the center related to records check.

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:

An unannounced visit was made to Tracey's Tots Daycare on 11-03-22 by this worker and DHS co-worker Shannon Hefley. We were informed that the center director, Jenny Lindner, had just left for the day but they would call her to have her return. Shannon and I did meet with Alesha Johnson who confirmed she was the employee in the classroom caring for the child identified in the complaint. Alesha stated that she had started with the center in June or July of this year. Alesha stated that she was in the classroom with the 1-2 year old children. Alesha stated that she was the only employee in the classroom with 5 children at the time of the incident, but that another child joined the classroom later. Alesha was able to identify by the name the children that were present in the classroom. Alesha confirmed that the incident occured the previous day (11-02-22) at around 9 AM but the parent was not notified until around 2 PM as she did not know the parent's number or how to find it. Alesha stated that the incident occured when the child and a peer were fighting over a toy. The peer hit the child identified in the complaint, and then the child fell and struck their face on the floor. Alesha stated that the child did have a small cut on the inside of the lower lip that was bleeding. Alesha stated she did clean the injury with a damp paper towel and Jenny the director was going to have someone bring her an ice pack put on it but no one ever brought any ice back. When asked about the training she had received Alesha stated that no one had shown her where the parental contact numbers were located, nor did any cover the incident reporting and parental contact policies of the center. Alesha stated that when she started she was put in the School Age classroom and just kind of learned things as she went.

Shannon and I next spoke with Jenny Lindner who returned to the center during the time we were speaking with Alesha. Jenny was informed of the complaint and stated she was aware of the incident as she had been at the center but working in another classroom. Jenny stated that Alesha had come to get her and told her that another child had struck the identified child with a toy. Jenny stated that she did help clean the injury on the child which was a small cut on the inner lower lip. Jenny stated that she did see that the child was continuing to bite and suck on her lower lip later in the day. Jenny stated that she believed this may have been what caused the injury to look much worse than what had initially been observed when it first happened.

When speaking with Jenny about the information provided by Alisha who identified that she had 5 children in the room at the time, and later a 6th child including children under 24 months of age which would require a 1:4 staff ratio Jenny stated that the information provided by Alisha was not correct. Jenny stated that one of the children Alesha identified had not been at the center the previous day and showed the documentation used for Food Program reimbursement to verify this showing that one of the children was not claimed as having been present the previous day. In reviewing that documentation it was noted that there were other children who were identified as being present who had not been signed in to the program by their parents.

In reviewing the administrative files for the child identified in the complaint all required documentation for enrollment, parental/emergency contacts, physicals, and incident reports were present. In reviewing the employee file for Alesha the file was substantially incomplete with no documentation of an Iowa SING, or FBI Fingerprint background check having been completed prior to hire, no documentation of any orientation or training required within the first 90 days of employment. Jenny was informed that Alesha would need to be taken off the schedule until such time that a clear Iowa SING background check or approved Record Check Evaluation was received. Jenny was also informed that she needed to submit the FBI Fingerprint background check request and obtain the other required documentation for Alesha.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of Licensing Standard 109.10(16)a which requires that the center and supervisor shall ensure that staff knows names and number of children assigned, and shall provide careful supervision. Alesha was able to identify the children she had been caring for by name the previous day when the injury occured. Alesha was able to provide information regarding the cause of the injury which she stated was accidental when the child and a peer were fighting over a toy. Alesha stated that the child identified in the complaint was struck and fell to the floor and it was during this that the child suffered an injury to the inner lip. The circumstances resulting in the injury are consistent with normal childhood play for children of the age involved. It was reported that the appearance of the injury was worsened throughout the day by the child continuing to bite and suck on the lower lip where the injury was present which is an action that the employee would not have been able to prevent.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.8(2) which requires that ratio is maintained in the center as required by age. Alesha identified that there were 5 children under the age of 24 months in the room where she was the sole caregiver at the time of the incident, and that a 6th child arrived later in the day while she continued to be the sole caregiver. Licensing Standards require that the staff to child ratio of 1:4 be maintained with children under 24 months of age are present in a classroom. While it was reported by the center director that one of the children Alesha identified caring for was not present as documented on billing forms used for Food Program reimbursement it was noted that other children were listed as being included who had not been signed in by their parents. The inconsistency of documentation and lack of

an accurate and reliable child attendance system would make it more likely to believe the recollections of an employee who was able to provide the names of the children they cared for the previous day.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.4(2)d requires that the center have a written plan developed for staff orientation regarding center's policies and licensing regulations. Orientation is in accordance with center's staff orientation plan. While the center does have a minimally sufficient written policy that staff shall have orientation and complete training as required by Licensing Standards based on the information provided by Alesha was not implemented. Alesha provided information that she began working at the center in late June or early July of this year and was sent to work in the School Age classroom. Alesha stated that she was not provided any orientation but learned the center systems just by watching and on-the-job instruction as she worked. The lack of orientation was exemplified by the fact that after 5-6 months of employment with the center Alesha was unaware of how to locate emergency contact numbers for the children in her care.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.7(1) which required that all staff within first 3 months of employment shall complete the following training. Two hours of approved training for the mandatory reporting of child abuse. At least one hour of training regarding universal precautions and infectious disease control. Certification in infant, child, and adult cardiopulmonary resuscitation (CPR). Certification in infant, child, and adult first aid. Certification of completion of Essentials Of Child Care regarding minimum health and safety trainings. When reviewing the employee file for Alesha, and the I-Power on-line training registry there was no documentation of any of these trainings having been completed.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.9(1)b which requires that all files contain the following documentation. A signed copy of DHS criminal history record check of an Iowa or national criminal history check. A copy of Request for Child Abuse Information. Copies of the results of Iowa records checks conducted. Copies of national criminal history check results. In reviewing the employee file for Alesha there was no documentation of any record check having been completed or submitted prior to her employment.

Special Notes and Action Required:

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of Licensing Standards regarding the care or supervision provided to the child identified in the complaint who suffered an injury. This complaint is however SUBSTANTIATED for violation of several other Licensing Standards related to the administration of the center. The following actions are required and/or recommended. A referral to Child Care Resource and Referral will be made to assist the center.

REQUIRED:
1. The center director shall review all staff files to ensure that all required documentation is present and current. Files identified to not be in compliance with Licensing Standards requirements shall have an individualized plan developed to obtain all required documentation within a timely manner. All files shall be updated and confirmation provided to the DHS Licensing Consultant no later than 03-01-23.

2. The center shall develop an Employee Orientation plan specifying that employees have been informed of the requirements of DHS Child Care Licensing Standards, and the Center Policies. The plan shall specify that orientation will be provided prior to employees being assigned to care in classrooms. The plan shall include written confirmation of receipt and completion of orientation signed by the employee and that documentation shall be maintained in each employee file. The center shall review the orientation plan with all current, and future employees. Confirmation of training for all staff shall be provided to the DHS Licensing Consultant no later than 03-01-23.

3. The center shall develop a child attendance record system that logs the date and time that each child is signed into and out of care at the center. The system shall be maintained to be current and accurate at all times.

A full license will remain in effect at this time. Failure to comply with the required correction actions could result in further negative action up to and including revocation of the center licnese.

Consultant's Signature:

Ray Salsbury

Date:

11-20-2022