Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Little Hawks Childcare Center **Enrollment:** 70 **License ID:** 51706

Street: 753 Main ST **City:** Manilla **IA** **Zip Code:** 51454 **County:** Crawford

Mailing Address: PO Box 187

Mailing City: Manilla **IA** **Zip Code:** 51454

Director's Name: Maddy Garry **Center Phone Number:** 712-654-5500

On-Site Supervisors: **E-Mail Address:** littlehawkschildcarecenter@gmail.com

Date of Complaint: 04-26-2024 **Date of Visit:** 05-01-2024

[ ] Scheduled **[ ]** Unannounced **[X]** 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:

It is alleged that on 4/24/24, Two staff JK & RB at Little Hawks Childcare Center left a 1.6 year old child outside of the daycare without supervision for at least 4 minutes. Staff did not complete a head count and did not realize that the child had been left outside. Denial of critical care lack of supervison.

The kids were coming inside. Two staff members were with them. They did not do a head count and did realize that the child was left outside. The child was outside for approximately 4 minutes unsupervised. This was a gated area, but the gate was not shut. Another parent found the child and brought him inside. Both staff members that were involved resigned and no longer work at the daycare. The mother of the child that was left outside works at the center. On 3/11/2024 A sibling experienced the same concern that involved a different staff member. The board has been involved and retraining occurred which apparently was not successful.

Licensing Rules Relevant to the Complaint:

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Adequate indoor and outdoor space is provided. The outdoor area shall include safe play equipment and area of shade. Sufficient space provided for dining. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. sufficient cooling. Sufficient bathroom and diapering facilities. Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.

Inspection Findings:

Department of Health and Human Service worker Robin Gray was involved with this complaint. Information from Robin Gray - Robin Gray made contact with with Madeline Garry at Little Hawks Childcare Center. Ms. Garry told Robin Gray that she was not present at the time the events took place, but everything had been captured on video. The child in question is in the 1–2-year-old classroom. Two employees took the 1–2-year-olds and 3–4-year-olds outside to the playground. The child in question spent the entire time at the fence watching work being done on the water tower. After about 20 minutes the two staff gathered the kids up at the gate and walked them inside the center without turning around to confirm that all the kids were accounted for. The child in question continued to watch the workers for approximately 2 minutes until a parent arrived at the center and saw the child in question outside on the playground, the parent took the child inside. Ms. Garry communicated that the staff failed to complete “Role Call” which is a procedure that is clearly understood by employees. Ms. Gary showed Robin Gray the video recording which confirmed the events as described. Ms. Garry communicated the procedures, training, and expectations of employees. Ms. Garry confirmed that both employees were terminated.

I discussed this complaint with the director Maddie Garry on 5-1-2024 on the phone. Maddie was very upset that this repeat situation of staff leaving a child outside has happened. She said she wasn't at the center at the time of the incident. She said a parent that was picking up their child saw the child alone on the playground and she brought the child back into the center. Maddie notified the parent of the child who was left outside - the parent works at the center and the sibling of this child was the child who was left outside on 3-11-2024. Following the incident on 3-11-2024 Maddie said she spent a lot of time training staff on supervising, counting children throughout the day and at transitions, face to name recognition etc. She reported that both staff were terminated following the incident.
Maddie has been providing ongoing training on to ensure this type of situation of a child being left outside unsupervised doesn't happen again.

Special Notes and Action Required:

Non-Compliance with Regulations Found,
Both staff that left the child outside on the playground unsupervised were terminated following the incident on 4-24-2024.
Maddie continues to provide training on supervision, counting children throughout the day and at all transitions, face to name recognition etc.

Consultant's Signature:

Kathy DeGeorge-Evans

Date:

12-12-2024