Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Manning Child Care Center **Enrollment:** 63 **License ID:** 13188

Street: 123 Main Street Ste A **City:** Manning **IA** **Zip Code:** 51455 **County:** Carroll

Mailing Address: PO Box 243

Mailing City: Manning **IA** **Zip Code:** 51455

Director's Name: Sara Dahlgren **Center Phone Number:** 712-655-5437

On-Site Supervisors: Leah Williams **E-Mail Address:** manningccc@gmail.com

Date of Complaint: 02-07-2023 **Date of Visit:** 02-13-2023

[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:

It is alleged on February 6, staff member SL (initials) picked up a one year old child aggressively by his left arm, causing injury (stress on the ligaments).

Licensing Rules Relevant to the Complaint:

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.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

Iowa Department of Human Services

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On 2/7/23, the director of the center, Sarah Dahlgren, along with a Board member and a Family Resource Center employee contacted this consultant regarding an injury to a child as a result of being drug by one arm from one cot to another. This consultant recommended further follow up and also that staff member, SL, be put on leave pending the outcome of this situation. Video footage was sent to this consultant of the incident as well.

On 2/9/23, this consultant was available by Zooom as he and HHS worker, Jenna Heistand, interviewed staff member SL about the alleged incident. SL denied being frustrated with the child, but admitted she was in a hurry and wasn't as careful as she needed to be. SL stated she took the child by his left arm only and directed him to the right cot as the child had went to the wrong cot. SL stated she also wrote up an accident report stating the child "lost his footing". SL stated when the child woke up, he was crying some and appeared to not be using his left arm. It was noted that there was also video surveillance previously reviewed that showed SL dragging the child about six feet by his left arm only and putting him down on the child's cot. In the video, the child did not lose his footing.

On 2/13/3, HHS worker Heistand and this consultant (available again via Zoom) met with the director, Sara, and a couple of Board members regarding the interview with SL and to review previous notes/documentation/video information. HHS worker Heistand and this consultant were informed that SL was still suspended and that termination was likely.

Based on interviews with staff, management, Board members, health professionals, and SL, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(16)A AS IT PERTAINS TO CAREFUL SUPERVISION DUE TO SL's ACTIONS OF "ONE-ARMING" A CHILD ROUGHLY SIX FEET WHICH RESULTED IN INJURY TO THE CHILD.

Further, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(10) AS IT PERTAINS TO INCIDENT/ACCIDENT REPORT WRITING. THE ACCIDENT REPORT WRITTEN BY SL DID NOT MATCH WHAT ACTUALLY HAPPENED FROM THE VIDEO SURVEILANCE. THE CHILD NEVER LOST HIS FOOTING AS DESCRIBED IN THE REPORT CAUSING INJURY, BUT RATHER, WAS INJURED BASED ON SL DRAGGING THE CHILD BY ONE ARM.

Special Notes and Action Required:

The director should review with all staff again on the importance of picking children up by both arms and under the arm pits if possible rather than "one-arming" arming children. Pulling young children by one arm greatly increases the potential for injury such as in this case.

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:

03-09-2023