Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Dubuque Childcare Center, LLC **Enrollment:** 108 **License ID:** 39824

Street: 3074 Cedar Crest CT **City:** Dubuque **IA** **Zip Code:** 52003 **County:** Dubuque

Mailing Address: 7509 N Main ST

Mailing City: East Dubuque **IA** **Zip Code:** 61025

Director's Name: Mackenzie Sertle **Center Phone Number:** 563-556-0943

On-Site Supervisors: **E-Mail Address:** m.c.sertle@gmail.com, mricke46@gmail.com

Date of Complaint: 04-04-2024 **Date of Visit:** 04-11-2024

[ ] 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:

One staff person is doing required trainings for other staff.

While outside, the teachers will sit on the sidewalk on their phones, not watching the children or paying attention to them; they also do this in the classroom.

They allow staff to work with the children before background checks and physicals are completed.

When a TV is in a classroom, especially in the infant/toddler classrooms, it was never secured or placed safely to where it wouldn't fall; reporter observed multiple times where it almost fell. In the toddler rooms, there is no monitoring of toys brought into the rooms; reporter had to take toys that were too small and were able to fit completely in the children's mouth.

They have a group chat on Facebook messenger. They would talk about children and parents in detail in the chat; it was not about the children's needs, but more to gossip about the children and their parents and people who didn't work directly with the children would get this information.

Licensing Rules Relevant to the Complaint:

237A.7 Information regarding a child in a child care center or their relative is confidential. If this information is released by visual, verbal or written means, written consent from the parent or guardian is in the file or a court order allowing the release of the information.

109.8(1)b All staff in ratio involved with children in programming activities.

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.

109.9(1)d All files contain a pre-employment physical exam report completed within six months prior to hire and at least every three years. Physical exams shall be documented on form 470-5152, Child Care Provider Physical Examination Report.

109.9(1)e All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.

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:

The center was visited unannounced on 4/11/24 to discuss the reported concerns with the center director, Mackenzie Sertle, and various other staff individually as well as observations made throughout the center during this visit. Several staff files were reviewed.

109.9(1)e All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training. NOT VIOLATED
Mackenzie and all of the staff interviewed denied that there is anyone completing required trainings for other staff. The center is not cited with regard to this portion of the complaint as there is not definitive evidence that there has been a licensing violation.

109.8(1)b All staff in ratio involved with children in programming activities. NOT VIOLATED
Mackenzie stated there have periodically been issues with staff and cell phones and that she has taken immediate action when necessary. She states she checks on this routinely and is not concerned about this at present. The center is not cited with regard to this portion of the complaint at this time, however, Mackenzie was advised to continue to monitor this closely and consider a stronger policy about cell phones and staff so that this is not an issue in the future.

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. VIOLATED
One of the staff files randomly reviewed did not indicate that the Iowa record check was completed and cleared prior to the staff person's involvement with child care as is required. The center is cited with regard to this portion of the complaint. The center is reminded that the Iowa record check has to be cleared and approved and the national record check has to be mailed PRIOR TO the staff starting in child care.

109.9(1)d All files contain a pre-employment physical exam report completed within six months prior to hire and at least every three years. Physical exams shall be documented on form 470-5152, Child Care Provider Physical Examination Report. VIOLATED
Two staff files reviewed randomly did not have the staff physical completed prior to the staff starting at the center as is required. The center is cited.

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. NOT VIOLATED
Mackenzie and the other staff denied that there have been safety concerns with televisions in the center. There are not televisions in the rooms. There is a television in the office area that is brought out to a room on occasion, however, Mackenzie and other staff state this is not used in the infant toddler rooms. Mackenzie stated there has been occasion where it has been used with the two year old children, however, ,there has not been a concern that it would fall. Staff interviewed stated the same. Infant, toddler, and two year old rooms were observed for choking hazards and no obvious hazards were observed. The center was reminded to continue to closely monitor toys and any accessible materials in the rooms for choking hazards. The center is not cited with regard to this portion of the complaint.

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Mackenzie and the staff stated they do use the Messenger app to communicate with each other in the center regarding children's and center needs. Mackenzie stated that only current employees have access and that other outside entities do not have access to this app. All staff interviewed denied that there is "gossip" going on in the app. One staff mentioned that Mackenzie monitors communication on the app and that they do have to sign a contract for confidentiality upon employment at the center. The center is not cited with regard to this portion of the complaint.

Special Notes and Action Required:

In addition to anything additional noted above, the center director is reminded to ensure that staff files are in compliance including what is required to be completed pre-employment.

Consultant's Signature:

Heidi Hungate

Date:

04-22-2024