Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Precious Beginnings Children's Center **Enrollment:** 50 **License ID:** 51603

Street: 4101 Amherst St **City:** Des Moines **IA** **Zip Code:** 50313 **County:** Polk

Mailing Address: HPCDA Inc4101 Amherst ST

Mailing City: Des Moines **IA** **Zip Code:** 50313

Director's Name: Phillip Herman **Center Phone Number:** 515-422-4386

On-Site Supervisors: not designated **E-Mail Address:** philip@hpccdsm.org

Date of Complaint: 06-16-2023 **Date of Visit:** 06-21-2023

[ ] 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:

It was alleged staff at Precious Beginnings Children's Center were observed to be "standing around on their phones and not interacting with the child"; when inquiry was made, staff responded with "vulgar language'. Additionally on about 6/21/23, images of unidentified younger children were received that depicted children with blankets for napping; objects on the floor and milk on a shelf.

Licensing Rules Relevant to the Complaint:

109.4(2)f Copy of the center policies and program to all staff at the time of employment and each parent at the time a child is admitted to the center.

109.4(2)g When serving children under the age of 3, develop and implement a policy for responding to incidents of biting. Include:Explanation of center philosophy on biting.How the center will respond to individual and ongoing incidents.How the center will assess the adequacy of caregiver supervision.How the center will respond to the child or caregiver who was bitten.The process of notification of parents.How the incident will be documented.How confidentiality will be protected.First aid procedures that will be used.

109.6(6)c Center repeats Iowa record checks at a minimum of every two years or when aware of additional child abuse or criminal history that occurs.

109.6(6)d Center repeats national criminal history checks at a minimum of every four years or when aware of additional history that occurs.

109.10(4) Daily contact: Each child shall have direct contact with staff person upon arrival.

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

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:

On 6/6/23, this consultant and HHS worker, Heather Hewitt, made an unannounced visit to the center. Heather and this consultant explained the reported concerns to on-site supervisor, Kristen Knop, and a little bit later during the visit to director, Madison Wilson.
HHS worker Hewitt and this consultant individually interviewed in an office the staff members who worked in the same classroom that the child attended on 6/2/23. None of the staff members who worked in the classroom noticed anything particularly different or concerning on Friday, 6/2/23. No injuries or suspicious bruising were observed by staff on 6/2/23. Staff described 6/2/23 as a "normal" type of day where nothing out of the ordinary occurred. Staff interviewed didn't notice the child acting different or like he was in any sort of pain. Staff felt like they would have noticed a bruise to the child's ear if it had happened at the center. The child was described as an "active" child, but not an aggressive child and also a child who gets along well with others when he plays with other children. The child at other times, was described as keeping to himself and playing solo. Staff stated there are other children in that same classroom who are more aggressive (biting, hitting, etc.). Staff gave appropriate answers to questions on how they discipline children.
It was noted prior to this complaint visit and a couple of weeks ago, the child was sick and had petechiae on his ears.
At this time, there is not sufficient evidence to conclude that the child suffered an injury while attending the center, the injury was inflicted by staff, or that the injury was non-accidental. THE CENTER IS FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 109.12(2)A.

On 6/21/23 Child Care Licensing Consultants (CCLC) visited Precious Beginnings Children's Center unannounced. CCLC's Salsbury and Gibson discussed the concerns with current director Philip Herman and staff. Phillip denied his own observation of staff on their phone for personal use. During this visit time, all areas of the facility center were observed, the concerns of staff on their phones and forbidden items accessible to young children were not observed on this day. CCLC Salsbury did review safe sleep best practices with staff. It should be noted that the web-based application the center utilizes to communicate daily activities of the children with their parents, is located on staff's phone, where input is made to keep parents up-to-date.

At this time there is insufficient evidence to substantiate staff supervision was interrupted by personal phone usage nor forbidden objects accessible to young children and the center was not found to be out of compliance per Iowa Administrative Code:

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.

109.10(16)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Additionally documentation of records checks were requested 6/21/23, and a list of submission was provided by Philip Herman, Director on 6/30/23; however were not present when the visit occurred.

109.6(6)c
Center repeats Iowa record checks at a minimum of every two years or when aware of additional child abuse or criminal history that occurs.
109.6(6)d
Center repeats national criminal history checks at a minimum of every four years or when aware of additional history that occurs.

Special Notes and Action Required:

Follow up submission records for submission of staff Iowa Record Checks and National Criminal History checks.

Consultant's Signature:

Maggie Gibson

Date:

07-12-2023