Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Metro Kids - Lovejoy **Enrollment:** 38 **License ID:** 36568

Street: 801 E Kenyon AVE **City:** Des Moines **IA** **Zip Code:** 50315 **County:** Polk

Mailing Address: 2100 Fleur Dr

Mailing City: Des Moines **IA** **Zip Code:** 50321

Director's Name: Kelsi Stanley **Center Phone Number:** 515-242-7951

On-Site Supervisors: Tamatha Jelinek **E-Mail Address:** Kelsi.Stanley@dmschools.org

Date of Complaint: 12-12-2023 **Date of Visit:** 12-18-2023

[ ] 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 is alleged that a six year old was left outside by Metro Kids Daycare Staff on 12/11/23 for an unknown length of time.

Licensing Rules Relevant to the Complaint:

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:

12/12/23 Email from Linda Phillips, Metro Kids director

12/13/23 Email to Linda Phillips

12/12/23 Email to HHS Deng

12/15/23 Email to HHS Deng

12/15/23 Email from HHS Deng. Update provided from HHS Deng, who is also assessing the concerns reported. HHS Deng provided an update.

12/18/23 Visit to Metro Kids - Lovejoy. This worker and HHS Deng met with Linda Phillips and Kelsi Stanley, directors of Metro Kids and Tamatha Jelinek, on site supervisor of Lovejoy. Staff reported the incident to Linda as Kelsi wasn't on work status at the time of the incident. Both directors have reviewed the video which showed the child inside the center then outside the center. The child was observed standing outside of the door on the video, at door #3, which is the entrance they use when they're on the playground. Staff A.H. is the staff who saw the child standing at the doorway. Tamatha was on the phone with a parent in her office at the time. There were three employees working in addition to Tamatha, A.H, R.R. and J.D. Staff R.R. counted the kids when they had come inside from the playground. There were two staff who were outdoors at the time, R.R. and J.D. They brought nine children inside with them, including the child who went back outside by herself. Staff brought children into the cafeteria. The child said she had to use the bathroom, which is right outside of the cafeteria.

The child must have gone outside rather than coming back to the cafeteria. That doorway, door #3, is located near that bathroom. This child has left the gym before. She is fairly new to Metro Kids. The child was outside by herself for three to four minutes. Staff R.R. said she thought there was a child missing when she was doing her count. Rosa had their notebook, with the list of children's name. The school doesn't have alarms on their entry doors. They have door bells but they stopped working when the cyber attack happened last year. They will see if there is an estimated time for the door bells to start working as the child could have rang a door bell when she was outside. Tamatha heard A.H. say that the child was outside. That is when she realized the child wasn't inside with the rest of the group.

This worker and HHS Deng spoke with R.R. She has worked at Metro Kids for seven and a half months. She was on the playground and had brought five children in with her, one of them being the child the concerns are about. Staff J.D. was bringing in other kids after her. She thinks there were about sixteen children on the playground that day. She started doing the count when everyone was in the cafeteria. She noticed a child was missing right away. She thought a child was outside and reported this to her supervisor, Tametha. Tametha said there wasn't a child missing because there was a child who was going to 21st Century. They stopped looking for the child until staff A.H. saw a child standing by the door when she was going to the bathroom. This child is new to the program. She doesn't listen that well. A.H. wasn't looking for a child at the time, she was just going to the bathroom.

This worker and HHS Deng spoke with A.H. She has worked at Metro Kids for one year. She was inside with five kids and hadn't gone to the playground. She was going to the bathroom and saw a child banging on the door. She thinks the two staff had twelve kids outside that day. When they came inside, R.R. did the count and J.D. was helping kids get back in the cafeteria. R.R. counted maybe five times because she thought they were missing someone but they thought the missing child was in 21st Century. Tametha was on the computer when she was going to the bathroom. J.D. went to the child and hugged her and started comforting her. The child was very upset.

This worker and HHS Deng spoke with J.D. She's worked at Metro Kids for five years. She and another staff were on the playground. R.R. brought her kids first then she came in with her group. She had four of the older children with her. She thinks there were twelve to fifteen children outside that day. She was helping kids take their coats off and helping kids start playing. R.R. was doing the count. She wasn't aware anyone thought they were missing any of the kids. She learned there was a missing kid when she heard A.H. say there was a child at the door.

Staff walked this worker and HHS Deng to the bathroom area, to door #3 as HHS Deng wasn't familiar with the school. All the school doors are secured and there is not a way to enter without going through the main entrance, through a doorbell which is in the main office. Parent notify Metro Kids staff at pick up time through their cell phone.

This worker and HHS Deng met with the administrative team for a second time, Linda Phillips, Kelsi Stanley and Tamatha Jelinek.
They have made changes to how staff are to do counts when they are transitioning to different areas. They are requiring staff to do a name to face count. Previously staff only did a count. This worker was not aware only a face count was being used said that a name to face count is always recommended to minimize the risk of error. It is also recommended that more than one staff participate in doing name to face counts to support one another and to minimize risk of error.

Incident reports were completed by the on site supervisor and three staff working at the time of the incident.

Special Notes and Action Required:

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

A child wasn't provide adequate supervision on the day of 12/11/23. The child left the programming space and staff didn't look for her as they thought all the children were accounted for. One staff voiced her concerns that a child was missing. Due to errors made by how the center completed transition counts and how the center tracked what children were supposed to be attending care on that date, staff did not look for the child.

Recommendations were made at the conclusion of this assessment.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

01-13-2024