

CHILD CARE CENTER COMPLAINT

Name of Center: Little GEM Learning Center - North	Enrollment: 56	License ID: 51891
Street: 4750 42nd ST NE	City: Cedar Rapids	IA Zip Code: 52411
County: Linn		
Mailing Address: 4750 42nd ST NE		
Mailing City: Cedar Rapids	IA Zip Code: 52411	
Director's Name: Emilie Inglebright	Center Phone Number: 319-200-2999	
On-Site Supervisors: Emilie Inglebright	E-Mail Address: ksmeisterling@gmail.com	

Date of Complaint: 10-10-2024**Date of Visit:** 10-15-2024☐ Scheduled ☒ Unannounced ☐ NA☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found**RECOMMENDATION FOR LICENSE**☒ 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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

On 10/10/2024, a complainant reported the center is out of ratio almost daily, the infant room has been left unattended, and the outdoor playground is hazardous (e.g. tall weeds, burrs, nails poking out of neighbor's fence).

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

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:

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On 10/15/2024, licensing conducted an unannounced visit to Little GEM Learning Center. The following is based upon multiple face-to-face interviews with staff throughout the center, a telephone interview with owner Katie Meisterling, observations while on-site and review of administrative items:

109.8(2) Ratio maintained in center as required by age. RULE NOT VIOLATED.

- On 10/15/2024, licensing perused all child areas and found all to be in ratio.
- Management and staff discussed how children are sometimes moved to different rooms in order to ensure ratio.
- Owner Ms. Meisterling talked about several recent staff call-outs which resulted in having to move children to different room to ensure ratio. Ms. Meisterling acknowledged how it's not ideal to have to move children to different classrooms. Ms. Meisterling reported having just hired 2 new staff which she believes will help in the event of future staff call-outs.
- Licensing reviewed ratio rules with staff while on-site, and with Ms. Meisterling during a telephone conversation. Licensing also informed staff and Ms. Meisterling that the program can never take more children in then there is staff to accommodate at any given time.
- Each staff interviewed indicated if they believe they are out of ratio at any given time, they would immediately notify the director and/or owner asking for assistance.
- Ms. Meisterling discussed how staff sometimes get confused by ratio for groups of children when not all children in the group are the same age. Ms. Meisterling indicated she would review ratio rules with all staff and encourage any staff who believes they may be out of ratio to reach out to her or the director.
- On 10/15/2024, licensing observed the owner and combined director/on-site supervisor were not present on-site. There was also some confusion as to who the responsible person in charge was that day. Ms. Meisterling acknowledged neither herself or the combined director/on-site supervisor Emilie Inglebright was present as they were tending to other matters off-site. Ms. Meisterling discussed how she does appoint a responsible person to be in charge when they are both away and is looking to hire a separate on-site supervisor. Ms. Meisterling agreed to ensure that moving forward, when a responsible person is needed to be in charge, it will be very clear to everyone in the center to help avoid any confusion.

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. RULE VIOLATED WITH CONTINUED REMEDIES OCCURRING.

- On 10/15/2024, licensing observed a plethora of nail points protruding through the entire outdoor playground's wooden privacy fence that separates Little Gem Learning Center-North and the adjoining residential property.
- Ms. Meisterling discussed how the homeowner of the adjoining residential property put the nails in that way. On 11/22/2024, licensing received documentation that the nail points had all been modified or bent over helping prevent a child puncture-injury hazard.
- Ms. Meisterling talked about contracting with a lawn service company to remove the weeds and long grasses emerging throughout the playground. Ms. Meisterling agreed to have this completed by 10/25/2024.
- While on-site perusing the center, licensing additionally found inadequate outdoor playground cushion surfacing underneath all climbing equipment and swings, an uncovered sandbox, overflowing garbage receptacles, broken light table (Sapphire Room), cabinets with cleaning supplies stored above and next food items (Sapphire Room) and two nonfunctional child toilets.
- While on-site site on 10/15/2024, sapphire room staff did relocate cleaning supplies to ensure better safe food storage practices and removed the cracked light table from the room. On 10/15/2024, licensing requested staff empty the full garbage receptacles and they did so. It shall also be noted, Ms. Meisterling provided documentation that the two toilets had been replaced on 11/19/2024 and are not fully functional.

Special Notes and Action Required:

Please continue to forward documentation of corrections until all has resolved.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHHS Licensing Consultant to inquire.

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Consultant's Signature:

Amy Lyons

Date:

11-25-2024