Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: KCE Champions LLC @ Grant Elementary School **Enrollment:** 16 **License ID:** 51874

Street: 254 Outlook DR SW **City:** Cedar Rapids **IA** **Zip Code:** 52404 **County:** Linn

Mailing Address: PO Box 186

Mailing City: Van Horne **IA** **Zip Code:** 52346

Director's Name: Stacy Jones **Center Phone Number:** 319-488-9025

On-Site Supervisors: McKenna Dulin **E-Mail Address:** Stacy.Jones@discoverchampions.com

Date of Complaint: 12-06-2023 **Date of Visit:** 12-08-2023

[X] Scheduled **[ ]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[ ] NO CHANGES to licensing status recommended

[X] PROVISIONAL license from 12-13-2023 **to** 09-01-2024

[ ] 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:

On 12/6/2023, licensing received concerns that 2 days prior, on 12/4/2023 around 6:45am, a 9yo child left the program without staff's knowledge and was found to have walked home. Concerns also included the 9yo child had no completed paperwork on file.

Licensing Rules Relevant to the Complaint:

109.6(2) Director or on-site supervisor on-site during the hours of operation or a minimum of six hours of center's hours of operation.
Information on on-site supervisor's qualifications is submitted to the consultant prior to employment and is sufficient to make a determination.
On-site supervisor meets qualifications or is "qualifiable" with a plan established to meet qualifications.

109.7(1) All staff(within first 3 months of employment)Two hours of approved training FOR the mandatory reporting of child abuse.At least one hour of training regarding universal precautions and infectious disease control.Certification in American Red Cross, American Heart Association, American Safety and Health institute or MEDIC First Aid infant, child, and adult cardiopulmonary resuscitation (CPR) OR equivalent certification approved by the department. A valid certificate indicating the date of training and expiration date shall be maintained.Certification in infant, child, and adult first aid that uses a nationally recognized curriculum or is received from a nationally recognized training organization including the American Red Cross,American Heart Association, American Safety and Health Institute or MEDIC First Aid or an equivalent certification approved by the department.A valid certificate indicating the date of training and expiration date shall be maintained.Minimum health and safety trainings, approved by the Department. If significant changes occur to content, the Department may require the training be renewed.

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

109.9(2) All files are updated at least annually and when a change occurs.

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:

CHILD CARE CENTER COMPLAINT

Licensing conducted a visit to KCE Champions LLC @ Grant Elementary School on 12/8/2023. The following is based upon a face-to-face interview with multi-site director Stacy Jones, a face-to-face interview with staff Melissa S, a face-to-face interview with OSS of KCE Champions LLC @ Cedar River Academy @ Taylor Camden Roeder, a review of administrative items and observations while on-site:

109.8(2) Ratio maintained in center as required by age. RULE VIOLATED.
109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. RULE VIOLATED.
- Verbal accounts gathered indicated staff did not position themselves in a manner to be able to see and hear a 9yo child walking to and from the restroom area which is located directly across from the program's main entrance/exit door.
- Verbal accounts gathered indicate the 9yo child left the childcare and walked home. The distance between the childcare and the 9yo child's home is an approximate 14 minute walk which occurred on 12/4/2023 prior to sunrise in 33 degree weather.
- Verbal accounts indicate that when this incident happened there was only 1 staff present with only the 9yo child. Staff reported realizing the 9yo child was missing when a second child arrived for childcare..
- Information provided indicated that efforts were made by staff to locate the 9yo child including a foot search, telephone conversations with management resulting in an OSS from KCE Champions LLC @ Cedar River Academy @ Taylor arriving at KCE Champions LLC @ Grant Elementary School to assist and telephone conversations with the 9yo child's parent.
- Verbal statements indicate there are days, including 12/4/2023, that no staff on-site have access to a program computer or program cell phone to be able to communicate with management, other Champions persons, school persons when needed, and/or with families. Information gathered indicates each staff does not have a computer login and/or training on how to access Champions' administrative items including a daily list of attending children as well as face-to-name documentation.

109.6(2) Director or on-site supervisor on-site during the hours of operation or a minimum of six hours of center's hours of operation. Information on on-site supervisor's qualifications is submitted to the consultant prior to employment and is sufficient to make a determination. On-site supervisor meets qualifications or is "qualifiable" with a plan established to meet qualifications. RULE VIOLATED.
- Verbal statements gathered indicate there was no on-site supervisor present on 12/4/2023 when this incident occurred.
- OSS of KCE Champions LLC @ Cedar River Academy @ Taylor Camden Roeder talked about arriving at KCE Champions LLC @ Grant Elementary School on 12/4/2023 after Ms. Jones requested she go there to assist.
- Ms. Jones discussed how KCE Champions LLC @ Grant Elementary School OSS McKenna Dulin has requested a status change yet remains the program's current OSS.

109.7(1) All staff have the required training with in the first 3 months of employment. RULE VIOLATED.
- One staff file reviewed (MS with reported hire date April 2023) lacked documentation of having completed "Essentials" and MCART.

109.9(2) Child's file. Centers shall maintain sufficient information in a file for each child, which shall be updated at least annually or when the parent notifies the center of a change or the center becomes aware of a change. RULE VIOLATED.
- Verbal statements indicate the 9yo child's first day at KCE Champions LLC @ Grant Elementary School occurred on 12/4/2023. Information indicates the 9yo child was not properly enrolled and did not have any required paperwork on file. Management and staff reported the 9yo child has not returned for further childcare.
- Two child files reviewed (9yo subject to this report having attended on 12/4/2023 only; child MW who staff report has been attending for several weeks) lacked documentation of having any required paperwork on file. On 12/8/2023, Ms. Jones stated she would contact MW's parents informing them MW is not to return for child care until all required paperwork has been completed and is on file.

109.2(7)b. Capacity
- Administrative items reviewed indicated the program had a total of 15 children in attendance on 12/4/2023. The program was over capacity.
- On 12/8/2023, licensing observed 16 children in attendance. The program was over capacity. Staff reported having access to their portion of the school portable but denied having a way to access regular additional space within the school building.

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It shall also be noted, on 12/8/2023 licensing observed a school-age child to be extremely upset due to a missing Pokemon card that s/he believed had been stolen that morning by another childcare peer. The child repeatedly asked staff to search all the other attending children, cried, yelled, vomited in a trash can and ended up being late to school. Licensing, management and staff discussed the program's policies and procedures and how the program could help prevent any further such incidents.

Special Notes and Action Required:

Licensing requests the following be provided within 90 days of receipt of this report:
- A written plan as to how ratio will be followed and maintained. The program is not to accept more children for childcare than they have the staff to accommodate.
- A written plan of how each on-site staff will be provided a list of children, who are expected to be in attendance, prior to the program commencing operations each day before and after school. This will help ensure face-to-name supervision and ratio is happening.
- A written plan as to how capacity will be followed and maintained everyday. The program shall not accept more children into the program space than they have space to use.
- Information regarding upcoming OSS candidate be submitted to licensing for review of credentials.
- A written plan to ensure every staff present on-site (regardless of position or title) has access to each's own log-in information, a program computer and a program phone to be able to properly communicate with others as well as access necessary administrative items (e.g. child emergency information, medical information, parental authorizations).
- A written list of all staff and documentation forwarded to licensing that each staff has completed the required trainings (e.g. CPR, First-Aid, MCART, UP and Essentials) within their first 90 days of employment.
- A written list of staff and documentation forwarded to licensing that each staff has completed 2 additional training hours focusing on what it means to provide active supervision.

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A referral to Child Care Resource and Referral (CCR&R) for technical assistance has been made.

Based upon the above, the program's license has moved to provisional status. Thank you.

Consultant's Signature:

Amy Lyons

Date:

12-13-2023