Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Skip-A-Long Child Development Services **Enrollment:** 109 **License ID:** 19680

Street: 3520 Crow Creek RD **City:** Davenport **IA** **Zip Code:** 52807 **County:** Scott

Mailing Address: 3520 Crow Creek RD

Mailing City: Davenport **IA** **Zip Code:** 52807

Director's Name: Jill Lyon **Center Phone Number:** 563-441-9998

On-Site Supervisors: **E-Mail Address:** JillL@skip-a-long.org

Date of Complaint: 09-29-2023 **Date of Visit:** 10-11-2023

[ ] 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:

Approximately a week ago a four year old child walked out of the center. Staff did not know the child had left the building. The child was eventually seen by staff and brought back inside. It is unknown how long the child was outside.

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:

DHS worker Sharon James is also involved with this incident. DHS James visited the center on 10/2/23 and has also had contact with the child and the child's family. The licensing consultant corresponded with DHS James regarding the information she had gathered. The licensing consultant also visited the center for a follow up visit on 10/11/23 to further discuss the incident with the center director, Jill Lyon.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. VIOLATED
DHS James provided the following information: The four year old child was able to leave staff supervision while being the "door holder" for parents and children as they arrived at the center during the morning. The incident occurred in the hummingbird room, and the staff involved was Linnea F. Linnea had been dealing with another child and that is when the child left the room following another parent down the hall and out of the front door. Staff Nicole F. is the office manager. She was at the front desk and saw the child exit the front door and went after the child immediately. The child did not respond when she told the child to stop. The child was not out of Linnea's eyesight upon exiting the building or any time after that. Linnea noticed the child was gone right away and looked for the child and saw that Nicole was bringing the child back. Jill confirmed the information gathered and provided by DHS James. Jill stated Linnea has been with the center since April 2018, and there have not been previous concerns for her. Jill denied there were any other compliance issues relative to the incident. Jill stated there are some behavioral concerns for the particular child. Jill stated the child has been at the center since the child was an infant. Jill stated the child has gotten out of the classroom and into the hallway on occasion when the child was in the two year old room, but there have not been issues recently. Jill stated she called the child's parent immediately to notify of the incident and an incident report was also completed and provided to the parent. The center is cited with regard to this report because the child was able to get away from the staff unnoticed then down the hall, out of the front door of the building, and into the parking lot of the center. Luckily a staff at the reception area saw the child as the child exited the building and was able to recover the child without harm.

Special Notes and Action Required:

Jill stated the center will no longer assign any child the "door holder" task and will instead keep children away from the doorways as much as possible. Jill stated the center has placed alarms on the doors that sound when the doors are opened. Jill stated they have also placed a sign on the door reminding parents to close the door behind them because this particular door does not self close. The center director shall monitor this plan and address any concerns promptly.

Consultant's Signature:

Heidi Hungate

Date:

10-19-2023