

Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Step Ahead Child Care & Preschool	Enrollment: 89	License ID: 47932
Street: 2555 Berkshire Pkwy Ste B	City: Clive	IA Zip Code: 50325
County: Polk		
Mailing Address: 2555 Berkshire Pkwy Ste B		
Mailing City: Clive	IA Zip Code: 50325	
Director's Name: Crystal Steffen and Laura Eeri	Center Phone Number: 515-987-6991	
On-Site Supervisors: Cheryl Halas, Elizabeth Benne, Sunshine Huisman	E-Mail Address: crystal@stepaheadchildcare.org	

Date of Complaint: 02-19-2019 **Date of Visit:** 02-18-2019

Scheduled Unannounced NA

Non-Compliance with Regulations Found Compliance with Regulations Found NA

RECOMMENDATION FOR LICENSE

NO CHANGES to licensing status recommended

PROVISIONAL license from _____ **to** _____

SUSPENSION of License

REVOCAION 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 that on Friday, 2/15/19, staff member MK (initials) was upset with a two-year old child for climbing on the child-size tables. The staff person aggressively grabbed the child by his left arm left arm only which resulted in the child's shoulder becoming dislocated.

Licensing Rules Relevant to the Complaint:

109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.

Inspection Findings:

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This incident was accepted as a formal complaint on 2/19/19. The owner/director actually informed this consultant of this incident on 2/18/19 and this consultant actually visited the center to follow up on this incident also on 2/18/19. On 2/18/19, this consultant met with assistant director, Crystal Steffen. This consultant also followed up by phone with the owner/head director, Crystal Steffen, on 2/19/19.

The staff member alleged responsible for moving the child from the table by grabbing him under one arm instead of two which resulted in the child receiving a dislocated shoulder has since been let go from employment at the center. This staff person was let go on Monday, 2/18/19 and prior to this consultant arriving at the center later that day. The parents were contacted on 2/15/19 after it was noticed the child appeared to be favoring one shoulder. The child went to the doctor where it was discovered his shoulder was out of place, but it was able to be popped back into place. The parents also received incident reports. This consultant also reviewed the paperwork in regards to the write up and termination of this staff member.

Although the center is FOUND TO BE IN NON-COMPLIANCE with state licensing discipline rules and regulations because of this staff person's actions, management acted in a swift and appropriate manner addressing this situation.

Special Notes and Action Required:

Management should again review with all of their staff the center's discipline policies that include positive discipline techniques as well as what is not allowed.

As stated above, the staff person's employment at the center was ended on Monday, 2/18/19, after the owner spoke to this staff person. Management handled this situation swiftly and appropriately and informed this consultant of the decision prior to this even being called in and accepted as a complaint. No further action is being required other than the above review with staff the center's discipline policy.

Consultant's Signature:

Nathan Knepper

Date:

02-20-2019