Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: TUG's Daycare & Preschool **Enrollment:** 260 **License ID:** 22036

Street: 950 N Illinois **City:** Mason City **IA** **Zip Code:** 50401 **County:** Cerro Gordo

Mailing Address: 950 N Illinois Ave

Mailing City: Mason City **IA** **Zip Code:** 50401

Director's Name: Nikole Benson **Center Phone Number:** 641-424-9023

On-Site Supervisors: Sarah Aronsen **E-Mail Address:** nikolebenson@ymail.com

Date of Complaint: 01-18-2018 **Date of Visit:** 01-23-2018

[ ] 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 was reported that the center is out of ratio in the infant rooms with 12 or more infants and only 2 staff present.

Licensing Rules Relevant to the Complaint:

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

109.11(1) 35 square feet of usable floor space per child.Rooms with cribs have 40 square feet of space per child.

109.12(5)e The provider shall follow safe sleep practices recommended by AAP for infants under one year of age:Infants shall always be placed on their back for sleep.Infants shall be placed on a firm mattress with a tight fitted sheet that meets Consumer Product Safety Commission federal standards.Infants shall not be allowed to sleep on a bed, sofa, air mattress or other soft surface. No child will be allowed to sleep in any items not designed for sleeping but not limited to, an infant seat, car seat, swing, bouncy seat.No toys, soft objects, stuffed animals, pillows, bumper pads, blankets, or loose bedding shall be allowed in the sleeping area with the infant.No co-sleeping shall be allowed.Sleeping infants shall be actively observed by sight and sound.If an alternate sleeping position is needed, a signed physician or physician assistant authorization with statement of medical reason is required.

Inspection Findings:

CHILD CARE CENTER COMPLAINT

An unannounced visit was made to the TUGS Daycare & Preschool on 01-23-18 where I met with on-site supervisor Sarah Aronsen as the center director Nikole Benson was not in. Sarah was informed of the complaint and tour was made of the center to review ratio in each classroom. Each classroom was observed to have the required staff to child ratio based on the ages of the children present in each room. A brief review of staff time cards and child attendance billing records showed that the center does plan for and staff classrooms for both the anticipated and actual child attendance though it was noted that the scheduling is very tight in the morning with staff and children arriving at about the same time.

During the visit other concerns were observed that had not been reported as part of the initial complaint. This included issues in the infant room with one infant in a crib with a sippy cup, one infant in a crib with a Boppy Pillow being used for sleep positioning and a mobile attached to the side of a crib, and a third infant in a crib that was making use of a mattress or sleeping pad that was not properly sized and folded up the end of the crib.

In another classroom the identified capacity of the classroom was exceeded. The classroom is identified as the 4-5 year old room located in the Northeast corner of the facility and has a measured usable floor space of 318 sq.ft. allowing for 9 children. At the time of my visit there were 26 children present in the room. It is noted that the staff were engaged in a teacher led quiet activity of reading a book with the children sitting on the floor. Sarah did state that this arrangement does occur on a regular basis for a limited time of approximately 30 minutes during a transition period between morning and afternoon preschool classes. Sarah stated that this allows for staff to provide supervision to the children in the classroom and assistance in restrooms

Based on the information obtained the complaint is NOT SUBSTANTIATED for violation of licensing standard 109.8(2) Ratio which requires that ratio be maintained in the center as required based on the age(s) of the child(ren) present. During the visit each room was in ratio, and records show that the center has been in ratio in the past.

Based on the information obtained this complaint is SUBSTANTIATED for observed violations of Licensing Standard 109.12(5)e Infant Safe Sleep practices. During the visit it was observed that one child was in a crib with a sippy cup containing milk, another child was in a crib with a mobile attached and a Boppy Pillow being used as a sleep positioner without medical approval, and third child was in a crib with a mattess or pad being used that was over large and folded up the headboard of the crib. Each of these practices are prohibited.

Based on the information obtained this complaint is SUBSTANTIATED for the observed violation of Licensing Standard 109.11(1) Room Size which requires 35 sq.ft./child for children over 24 months of age. On the day of my visit the 4-5 year old classroom was observed to have 26 children present in a room with 318 sq.ft. of measured usable floor space and a licensed capacity of 9 children.

Special Notes and Action Required:

Based on the information obtained this complaint was NOT SUBSTANTIATED for the identified concern of ratio but was SUBSTANTIATED for observed violations related to safe sleep and classroom capacity violations. The violations of the safe sleep practice appeared to be a due to staff not being aware of the licensing requirements prohibiting the observed practices. The classroom staff were informed of the requirements and did move to address the concerns. The center will need to ensure that all staff currently working in infant care rooms are re-trained on safe sleep practices and ensure that this information is included in orientation for all future employees.

With regard to the requirement of room size It was discussed with Sarah that while the planned curriculum included a quiet activity that did not have the children engaged in active play that would result in them vying for space the center should consider options that provide children with space as required by licensing standards. This could include the use of multiple classrooms, or larger spaces such as the indoor gym area.

Please provide a written response to the licensing consultant within 10 working days of the receipt of this report identifying a plan of action to correct those aspects cited as not meeting licensing standards and identifying an anticipated date of compliance.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact me (phone 515268-2277 (office) 515-339-2456 (cell); email rsalsbu@dhs.state.ia.us so that we may discuss the issue. If necessary, I can make a notation in your record. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report. If you have the need for any additional information discussed during my visit, please contact me and I will forward the information to you. Thank you.

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

Consultant's Signature:

Ray Salsbury

Date:

01-22-2018