Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Children's Choice **Enrollment:** 58 **License ID:** 7192

Street: 3501 Harry Langdon Blvd #180 **City:** Council Bluffs **IA** **Zip Code:** 51503 **County:** Pottawattamie

Mailing Address: 20566 Old Lincoln Hwy

Mailing City: Council Bluffs **IA** **Zip Code:** 51503

Director's Name: Maggie Nielsen **Center Phone Number:** 712-366-7050

On-Site Supervisors: **E-Mail Address:** maggiedanc@aol.com

Date of Complaint: 05-10-2017 **Date of Visit:**

[ ] 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:

1. It is alleged that Christine Rouse is a daycare provider for Damien (age 2) and Emily (age 3) has been tying knots in Damien's nap time sheet so that he cannot move. 2.It is alleged that Christine has also grabbed Emily by the back of her neck, pushed her to the ground and has "flicked" her on her mouth. 3.It is further alleged that Christine has put soap in the kids' mouths as a form of punishment. 4.It is alleged that Shasta LNU, is a daycare provider for Emily (age 3) Slaughter at Children's Choice Daycare. 5.It is alleged that [Shasta] has grabbed Emily and pushed her and has "flicked" her on her mouth. There are two incident #'s: 2017129005 & 2017129033

Licensing Rules Relevant to the Complaint:

109.9(1)b All files contain:A signed copy of DHS criminal history record check or any other permission form approved by the Department of public Safety for conducting an Iowa or national criminal history check. A copy of Request for Child Abuse Information.Copies of the results of Iowa records checks conducted.Copies of national criminal history check results.Any Department-issued documents sent to the center related to records check.

109.9(2)b All files contain sufficient information and authorization to allow the center to secure emergency medical and dental services at any time child is in center's care.

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.

109.12(1)a Program provides a curriculum or program of activities that promotes self-esteem and positive self-image, social interaction, self-expression and communication, creative expression, and problem-solving skills.

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.

109.12(2)c Punishment or threat of punishment associated with illness, toilet training, or food or rest is not be used.

109.15(5)b Sanitary and safe methods in food preparation, serving, and storage sufficient to prevent transmission of disease, infestation, and spoilage are followed.Staff preparing food that have injuries on hands wear protective gloves.Staff serving food use clean serving utensils and have clean hands/wear protective gloves.

Inspection Findings:

I made an unannounced visit to Children's Choice with another Department of Human Service worker, Julie Lange on 5-10-17. Julie and I discussed the complaint issues with two employees, Christine Rouse and Abby Kunik. Christine said she was the assistant director, she has worked at the center for eight years and has been the assistant director for six months. The director Maggie Nielsen was not at the center on the day of our visit 5-10-17.
We discussed the complaint issues with Christine and Abby. 1. Alleged that Christine tied knots in Damien's nap time sheet so that he cannot move, It is alleged that Christine has also grabbed Emily by the back of her neck, pushed her to the ground and has "flicked" her on her mouth and It is further alleged that Christine has put soap in the kids' mouths as a form of punishment.
Christine denied all of the allegations. Christine and Abby showed us how they sometimes tuck kids in at nap time. Abby had her daughter demonstrate how she tucks the sheets under the child, she referred to it as cacoon and she said that some of the children really like it. Christine showed us how she has very loosely tied the sheet under the child's feet. Both demonstrations weren't restrictive and the children were able to get out of the sheet easily.
Christine said the children involved in the complaint have many behavior issues, she said they would kick and scream and they staff log information in a notebook on them.
Christine said there were three employees that are no longer working at the center that she feels were trouble makers and caused problems and created this issue.

Abby denied that she had ever seen Christine do any of the allegations that were made. She did state that her daughter reported to her that Christine has told the kids that she will put soap in their mouths. Abby reported that the three staff who are no longer employed at the center talked to Abby about things they say Christine doing and things they didn't agree with.

During my visit I observed Christine with the children and asked a variety of questions. Christine did not appear equipped to be the on-site supervisor due to her lack of knowledge regarding licensing issues. I had many other concerns about the center as Christine was the named the person in charge and it was clear that she wasn't capable of being the person in charge.
The room didn't have a daily schedule posted and when I asked about the curriculum and the lesson plans she found the lesson plan book but was unable to locate the current lesson plan. She said she was having the children make a craft for Mother's Day. The children ate lunch during my visit. Christine said she didn't know that she should have the children wash their hands before lunch or that she needed to sanitize the table.
I also talked to Christine in the kitchen, the counter tops were very sticky and the oven door handle was also very sticky. I told her the kitchen needed to be cleaned.
There were things in the hall way that were health and safety hazards; plastic bags were accessible to the children, there was a sealed bag of marbles, Christine was stepping over the gate to enter the infant room.
I also observed the infant room and the staff weren't knowledgeable about sanitizing and disinfecting for diaper changing, toys, table tops etc.
I tried to read some children and staff files but the files were not complete.

I discussed my concerns with Maggie on the telephone and told her I would be back to complete my licensing visit. I told Maggie that Christine was not knowledgeable of the rules or the program and should not be the on-site supervisor.

Special Notes and Action Required:

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Several areas at the center were observed to be non compliant. It is disappointing that an established center can't maintain basic functions and that the person left in charge as the on-site supervisor isn't aware of very basic information about the daily operations of running the center.
Maggie needs to gain control of the center and find a suitable on-site supervisor. Many areas of daily operations need corrected immediately. I will return to the center to complete the rest of a licensing visit and complete another report.
The complaint concerns are on going as further assessment issues are being addressed - as of my visit date of 5-10-2017.

Consultant's Signature:

Kathy DeGeorge-Evans

Date:

06-14-2017