Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: The Clubhouse Learning Center **Enrollment:** 120 **License ID:** 28291

Street: 1932 SW 3rd ST STE 1 **City:** Ankeny **IA** **Zip Code:** 50023 **County:** Polk

Mailing Address: 1932 SW 3rd ST STE 1

Mailing City: Ankeny **IA** **Zip Code:** 50023

Director's Name: Allison Ware **Center Phone Number:** 515-965-4219

On-Site Supervisors: Courtney Krambeck **E-Mail Address:** Allison_ware2394@hotmail.com

Date of Complaint: 07-05-2023 **Date of Visit:** 07-10-2023

[ ] 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:

It is alleged staff and school-age children were preparing for a field trip; when the line of children and staff went to the vans for transport; staff did not notice one child, age 6, was left inside the building. The six year old child walked toward the main part of the center; when another staff saw the six year old from the window and directed her inside the building. Denial of critical care, failure to provide proper supervision is alleged.

109.10(16)a
The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

In addition:

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.

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.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

In the course of complaint assessment, the child subject, and staff were interviewed. The child (age 8) indicated being left in the restroom as the rest of the peers and staff left for a field trip. The child indicated walking toward the main office for the center and a staff having observed the child outside; guided the child into the center.

7/10/2023 @ 11 AM--The Clubhouse learning Center
I, along with Child Protection Worker met with Director Allison Giofreddi. Allison identified the school-age staff at the time this occurred were JK (Lead staff), AM, AR and IR. Allison indicated that as the lead-staff, JK would have been in charge of head counts.

The children were lined up into two separate lines where JK completed head counts. AM and AR were supposed to be at the back of the lines, however, they were at the front of the lines. Allison indicated that once the children were loaded on the vans there was an incident on van #2 with another child; so JK got off of van #1 and assisted with that child; which was brought back inside the main center to Allison. JK then got back on their van and both vans left for the field trip.

Allison stated she had gone out to her car to retrieve something and had observed the child outside in the parking lot. Allison called JK to let them know they left the child subject behind, and she (Allison) would bring the child to the the group at the field trip destination. Allison stated the child apparently had gotten out of line to use and by the time this child was done using the bathroom everyone was gone.

Allison indicated she had directed JK to contact the mother of the child however this call was not made. The parent was notified at pick-up about the incident by Ava.
Allison went on to explain the daycare has two sections with a separate business in between the rooms so there is no door to go between the daycare rooms, the only way to go between the rooms is to go outside to the other door. Allison estimated the child was in the restroom for about 2 minutes. Allison indicated observation that the child was scared. An incident report was completed and provided to the parent 7/5/2023. The director indicated confusion on the incident report to be completed, which lead to the delay in completing the incident report.

The director indicated written reprimands were given to lead staff; Additional training was provided for field trip safety.

The director indicated reviewing center policy along with lists with getting in/off the van (transportation).

I reviewed employee files for those staff involved and found the need for those files to be updated; which the director later completed.

On 7/13/23, CPW spoke with lead staff JK, AM, IR, and AM, confirming details, that differed slightly from the what the director had indicated.

7/31/23--CPW advised this would be confirmed, not registry placed (more than a preponderance of evidence this did occur, and not likely to reoccur).

Special Notes and Action Required:

Prior to complaint intake; the director had reprimanded staff involved and repeated necessary trainings including field trip safety and "head counts".

Director updated employee files to contain required information.

Consultant's Signature:

Maggie Gibson

Date:

02-05-2024