Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Crayons 2 Pencils Early Learning Center **Enrollment:** 156 **License ID:** 27088

Street: 800 Colonial Circle Ste 123 **City:** Norwalk **IA** **Zip Code:** 50211 **County:** Warren

Mailing Address: 800 Colonial Circle Ste 123

Mailing City: Norwalk **IA** **Zip Code:** 50211

Director's Name: Jill Larsen **Center Phone Number:** 515-285-5322

On-Site Supervisors: Cindy Gavin **E-Mail Address:** crayons2pencils@yahoo.com

Date of Complaint: 01-30-2024 **Date of Visit:** 01-30-2024

[ ] 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:

There are concerns that a three year old child was left unsupervised on the playground for approximately ten minutes. Two staff were in charge of the group of children at the time of the incident. The mother of the child was contacted right after the incident.

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:

1/29/24 Email received from Crayons 2 Pencils owners/directors. It was reported that a child was left on the playground for ten minutes. Protocol for playground supervision, including the process of returning in the building. A new protcol has been put into place with some additional steps. A video was attached to the email. The video contained footage of the playground at the time of the incident.

1/29/24 Sent email to Crayons 2 Pencils owners/directors.

1/30/24 Sent email to HHS Trampel, who is also working on this complaint.

1/31/24 Phone call to HHS Trampel. She went to the daycare on 1/30/24. She met with Cindy, Jill and the two staff who were involved in the incident. She also met with the child who was left on the playground and the mother of the child. She viewed the video provided by daycare. Jill went outside to get a food delivery and saw the child at the gate of the playground. Staff hadn't realized he wasn't in the classroom. The staff took full responsibility of leaving the child on the playground. There were eighteen children on the playground. The staff had a three year old classroom on the playground.

2/20/24 Attempted phone call, Sent email to owners/directors.

2/23/24 Email received from owners/directors. Sent email to owners/directors.

Special Notes and Action Required:

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

Staff were responsible for the supervision of a three year old child, who they left unsupervised on the playground when they returned to their classroom. The staff did not realize the child was left and he was on the playground unsupervised for approximately ten minutes. The child was observed at a playground gate by one of the owners, who saw the child. The staff in that classroom did not have a classroom roster with them on the playground, nor did they do a name to face count, which could have prevented this incident from occurring.

The center has modified their supervision protocol and staff will now have a roster, walkie talkies and do a name to face count when they transition from classroom to playground. The office will also support classroom staff to ensure all children are accounted for.
There are no additional recommendations being made since the center already made important changes to their supervision/transition protocols.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

02-02-2024