Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center:	Regina Early Childhood Center and AM/PM Program	**Enrollment:**	200	**License ID:**	24235
Street:	2140 Rochester Ave	**City:**	Iowa City	**IA**	
Zip Code:	52245	**County:**	Johnson		
Mailing Address:	2140 Rochester Ave				
Mailing City:	Iowa City	**IA**	**Zip Code:**	52245	
Director's Name:	Michala Cox and Enoka Mihms	**Center Phone Number:**	319-337-6189		
On-Site Supervisors:	Abbe Altman	**E-Mail Address:**	michala.cox@regina.org		

Date of Complaint: 10-12-2023 **Date of Visit:** 12-05-2023

[ ] 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:

A child was left unattended in a classroom when the group went to eat snack. The child was left unattended for approximately 15 minutes.

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:

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On 10/12/2023 this worker received an email. The center director self reported the incident. This worker also completed a full visit on 12/5/2023.

"Prior to morning snack, students follow the daily routine of using the classroom restroom and wash hands. The student was one of the last students to use the restroom. The student used the restroom, and was reminded by a teacher that she needed to wash her hands. She re-entered the restroom. The teachers stepped into the connected classroom breezeway to help the students collect water bottles from their cubbies. Students lined up in the breezeway and both teachers led the students to the cafeteria for morning snack, shortly after 10:00am. The door to the breezeway and classroom shut and locked. The class ate their snack and returned to the classroom between 10am-10:15am. The child was found by the teacher on the bench in the breezeway, and the child said, “You left me all alone." The child was not physically injured or visibly distressed. The teacher comforted the child and took her down to retrieve a snack after calling for another center staff member to cover her in ratio.

The teacher notified the director, at 10:45 am. The director left a voicemail message for the HHS consultant at 10:59 am. Upon realization that parents had not been notified at preschool pickup by teachers, the director called the child's mother via telephone at 1:07 pm. The director received a call and spoke with the child's father at 3:43 pm. The director wrote a written student incident report, issued a written disciplinary warning to both staff present, and sent a centerwide staff message about the importance of conducting face-to-name checks prior to all transitions.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. VIOLATED.
-A child was left unattended for approximately 15 minutes alone in a classroom.

Special Notes and Action Required:

The director is encouraged to have the staff involved in the incident complete a training on supervisoion. These trainings can be found at: https://extension.psu.edu/programs/betterkidcare/search?SearchableText=supervision

The director is encouraged to review the following with staff:
https://eclkc.ohs.acf.hhs.gov/sites/default/files/pdf/active-supervision.pdf

Face to name checks must be completed at every transition to ensure the safety of children.

Consultant's Signature:

Heidi Brown

Date:

01-16-2024