Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: A Step Above Child Care and Learning Center, LLC **Enrollment:** 50 **License ID:** 50771

Street: 2882 Palo Marsh Rd Suite A **City:** Palo **IA** **Zip Code:** 52324 **County:** Linn

Mailing Address: 2882 Palo Marsh RD Suite A

Mailing City: Palo **IA** **Zip Code:** 52324

Director's Name: Michelle McKinstry **Center Phone Number:** 319-851-2671

On-Site Supervisors: Michelle McKinstry **E-Mail Address:** mgreenwalker01@gmail.com

Date of Complaint: 09-21-2023 **Date of Visit:** 09-22-2023

[ ] 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:

On 9/21/2023, a complainant reported observing the 1yo room staff step out of the 1yo room leaving the 1yo children in the room with no staff. The complainant reported the 1yo room staff did this 3 separate times, each for a brief period of time, on 9/12/2023.

Licensing Rules Relevant to the Complaint:

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

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:

On 9/21/2023, licensing conducted an unannounced visit to A Step Above Child Care and Learning Center. The following is based upon a face-to-face interview with owner/director Michelle McKinstry, face-to-face interviews with various staff throughout the center, and observations while on-site:

109.8(2) Ratio maintained in center as required by age. 109.10(16)a Staff shall provide careful supervision. RULES VIOLATED.
- On 9/21/2023, licensing perused all child occupied areas and found each to be in ratio.
- On 9/21/2023, one staff located in the 1yo room reported being assigned to this room for the last couple days. The other staff reported this was a first week. Both staff denied being in the 1yo room on 9/12/2023 but indicated the staff who typically works in the 1yo room was not working on 9/21/2023. Licensing and these 2 staff reviewed ratio and supervision rules.
- Ms. McKinstry acknowledged being aware the 1yo room staff did leave the 1yo room with children unattended 3 separate times on 3/12/2023. Ms. McKinstry discussed how once she became aware this happened, that 1yo room staff was immediately provided coaching and counseling. Ms. McKinstry reported this staff knows she is not to do this and will not do it again.
- Ms. McKinstry discussed how various rules including ratio and supervision are routinely reviewed with all staff.

Special Notes and Action Required:

Based upon the above, no response to this report is requested.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

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

Consultant's Signature:

Amy Lyons

Date:

09-26-2023