**Iowa Department of Human Services**

**CHILD CARE CENTER COMPLAINT**

**Name of Center:** Tracey's Tots Daycare Co - Fort Dodge **Enrollment:** 56 **License ID:** 7448

**Street:** 109 S 8th ST **City:** Fort Dodge **IA** **Zip Code:** 50501 **County:** Webster

**Mailing Address:** 109 S 8th ST

**Mailing City:** Fort Dodge **IA** **Zip Code:** 50501

**Director's Name:** Jennifer Lindner **Center Phone Number:** 515-576-5437

**On-Site Supervisors:** **E-Mail Address:** traceystotsdaycare@frontier.com

**Date of Complaint:** 07-05-2023 **Date of Visit:** 07-06-2023

**[ ]** 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**

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**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 complaint was received that the center did not follow procedures regarding verifying the identity of an unknown individual who had arrived to pick up a child.

During the course of the visit additional violations were observed.

**Licensing Rules Relevant to the Complaint:**

109.4(2)h Develop a policy to ensure that people do not have unauthorized access to children at the center. Include:Criteria for allowing people on the property when children are present.How people will be supervised or monitored.How responsibility will be delegated to staff.How the policy will be shared with parents.

109.9(2) All files are updated at least annually and when a change occurs.

109.12(5)e The provider shall follow safe sleep practices recommended by AAP for infants under one year of age:Infants shall always be placed on their back for sleep.Infants shall be placed on a firm mattress with a tight fitted sheet that meets Consumer Product Safety Commission federal standards.Infants shall not be allowed to sleep on a bed, sofa, air mattress or other soft surface. No child will be allowed to sleep in any items not designed for sleeping but not limited to, an infant seat, car seat, swing, bouncy seat.No toys, soft objects, stuffed animals, pillows, bumper pads, blankets, or loose bedding shall be allowed in the sleeping area with the infant.No co-sleeping shall be allowed.Sleeping infants shall be actively observed by sight and sound.If an alternate sleeping position is needed, a signed physician or physician assistant authorization with statement of medical reason is required.

**Inspection Findings:**

## CHILD CARE CENTER COMPLAINT

An unannounced visit was made to Tracey's Tots Daycare center on 07-06-23 where I met with the center director, Jenny Lindner. Jenny was informed of the complaint and stated she was not aware of the concern. Jenny stated that the center policy is that staff are to verify the identity of individuals who arrive to pick up children if the individual is not known to the employee. Jenny did provide a copy of the staff orientation information that does include the guidance that if staff do not know an individual that arrives to pick up a child the employee is to request a photo ID. The guidance also states that if the center had not received prior notification that someone other than an approved or expected person arrives to pick up the child that staff are to call the parent to verify the change of plans.

I did request to see the file for the child identified in the complaint. Jenny did provide the file but noted that the information was incorrect. Jenny stated that the child in question is a foster child that had been moved to a new placement and the information in the file was for the prior placement family. In reviewing the file the only information present was the enrollment form. No information was present regarding any court order that would prohibit any specific individual from picking up the child.

Jenny stated that the employee who would have been providing care for the classroom the child was in on the day of the incident was not in. A request was left for that employee to contact this worker.

A brief tour of the facility was made. During that tour it was observed that a child in the infant room under 1 year of age was sleeping in a crib with a blanket. The blanket was immediately removed and it was acknowledged that it was not supposed to be in the crib when the age of the child was inquired about.

Following the visit at the center a call was made to the legal guardian of the child identified in the complaint who was aware of the situation. The guardian stated that the individual who picked up the child was a family friend. The guardian stated that the family had been out of town and was late in returning which is why the request was made for the friend to pick up the child. The guardian stated that she had not called to inform the center that the friend would be picking up the child prior to the friend arriving at the center.

A call was received later in the day from the classroom teacher who had been present in the room the child was attending on the day of the incident. The teacher confirmed that she did not know the individual who had arrived to pick up the child, and did not request identification. The employee stated that they had been on the playground at the time where there was a lot of activity going on. The employee confirmed that she had not been informed that there would be a different person picking up the child.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.4(2)h which requires among other things that the center develop a policy to ensure that people do not have unauthorized access to children at the center. While the center does have written policy regarding staff responsibilities and required actions regarding verifying the identity of individuals arriving to pick up children these policies were not implemented in practice. All parties agree that an individual who was unknown to the staff arrived to pick up a child from the center and that no prior communication had been made to inform the center that an alternate individual would be picking the child up. All parties agree that the employee did not request identification from the individual, nor did that employee contact the child's guardian to confirm the change in who was to pick-up the child.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.9(2) which requires that all child files are updated at least annually and when a change occurs. During the visit a request was made to review the file for the child identified in the complaint. Jenny did confirm that the enrollment contact information present in the file was not current as the child was residing with a different guardian than what was in the file.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.12(5)e which requires that the center shall follow safe sleep practices recommended by AAP for infants under one year of age. Safe sleep practices do specify that blankets are not allowed in cribs. On the day of the visit an infant under 1 year of age was observed to be sleeping in a crib with a blanket. The blanket was immediately removed and it was acknowledged that it should not have been in the crib when the inquiry about the age of the child was made.

**Special Notes and Action Required:**

## CHILD CARE CENTER COMPLAINT

This complaint is SUBSTANTIATED for violation of all identified Licensing Standards. The following actions are required and/or recommended.

REQUIRED:
1. The center director shall review with all staff the center policies regarding verification of individuals arriving at the center to pick up children, and the center Access policies regarding individuals entering the facility. The center director shall maintain documentation including signed confirmation by each employee that they have been informed of the center policies.

2. The center director shall review the requirements for Safe Sleep with all staff who provide care for children under 1 year of age. The center director shall maintain documentation including signed confirmation by each employee that they have been informed of those requirements.

3. The center director shall review all child files to verify that each file contains current contact information, authorizations, court orders, and treatment plans for each child. Documentation of that review shall be maintained by the center director.

**Consultant's Signature:**

Raymond Salsbury

**Date:**

07-07-2023