Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: KuemperCares **Enrollment:** 84 **License ID:** 46427

Street: 109 S Clark St **City:** Carroll **IA** **Zip Code:** 51401 **County:** Carroll

Mailing Address: 201 S Clark St

Mailing City: Carroll **IA** **Zip Code:** 51401

Director's Name: Chelsey Goetzinger **Center Phone Number:** 712-210-6605

On-Site Supervisors: Kelsey Clausen - Bierl and Madeline Wagner **E-Mail Address:** cmgoetzinger@kuemper.org

Date of Complaint: 11-17-2022 **Date of Visit:** 12-01-2022

[X] Scheduled **[ ]** 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 was reported to this consultant that on 11/7/22, a four year old child got out of the center and was gone for roughly 15 minutes around the lunch hour. The child was brought back over to the center by his dad after the dad was notified by a coworker of his that he found his son outside (the dad and coworker work across the street at the hospital).

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:

This consultant had several email and phone conversations with the director, Chesley Goetzinger, about this incident before it was formally called into the Child Care Hotline as a complaint. Initially, it was reported the father did not want this called into the complaint hotline, but rather wanted to make sure changes were made to prevent something like this from occurring again. This consultant stated it had to be formally reported.

On 12/1/22, this consultant was available by phone (could not visit in person because of illness) and Department worker, Pam Schumacher, was present at the center to interview staff who were present at the time the child got out of the center unsupervised. Based on conversations with the director, Chelsey, interviews with four staff members, and video footage that was later made available, it was determined that the child was indeed missing for roughly 15 minutes and no staff knew the child was missing. Staff did not become aware that the child was missing until the child's father brought him back over to the center.

Because the child got out of the center and more concerning, because staff were not aware of this situation until the child's father brought him back to the center, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(16)A IS IT PERTAINS TO CAREFUL SUPERVISION OF CHILDREN.

A number of changes/updates have been made at the center since this incident which includes, but not necessarily limited to more specific written staff expectations in the center handbook, staff being assigned specific children, a hall monitor being put in place after school dismisses for the day, using specific restrooms , eating lunch in the classrooms on certain days, physical stop signs on all doors, talking to children about always needing a staff with them or their parent, using ipads and tablets to count and track children by name, face, numbers several times during the day and specifically during any transition, and continued discussions/trainings on these type of topics.

Special Notes and Action Required:

No further action is being requested at this time other than what the center has already put in place to hopefully prevent a situation like this from occurring again.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email nkneppe@dhs.state.ia.us so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.
*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHS Licensing Consultant to inquire.

Consultant's Signature:

Nathan Knepper

Date:

12-27-2022