

CHILD CARE CENTER COMPLAINT

Name of Center: TUG's Daycare & Preschool	Enrollment: 140	License ID: 22036
Street: 950 N Illinois AVE	City: Mason City	IA Zip Code: 50401
County: Cerro Gordo		
Mailing Address: 950 N Illinois AVE		
Mailing City: Mason City	IA Zip Code: 50401	
Director's Name: Nikole Benson	Center Phone Number: 641-424-9023	
On-Site Supervisors: Abeigh Lee	E-Mail Address: nikolebenson@ymail.com	

Date of Complaint: 02-19-2025**Date of Visit:** 02-21-2025
☐ Scheduled
 ☒ Unannounced
 ☐ NA

☒ Non-Compliance with Regulations Found
 ☐ Compliance with Regulations Found
RECOMMENDATION FOR LICENSE☒ 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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

A complaint was received that the center is consistently out of ratio in the infant room particularly during the hours following lunch. It was also reported that Safe Sleep requirements are not being followed with infants sleeping in cribs with blankets and other items.

An unannounced visit was made to the TUGS Daycare & Preschool on 02-21-25 where I met with the on-site supervisor Abigail Lee

109.8(2)e

At least one staff is present in every room where children are resting.

If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained.

Ratio in infant rooms is always maintained.

109.10(7)

Staff hand washing: The center shall ensure staff demonstrate clean personal hygiene. Staff shall wash hands:

Upon arrival at the center.

Immediately before eating or participating in food service activity.

After diapering a child.

Before leaving the rest room either with a child or by themselves.

Before and after administering nonemergency first aid if gloves are not worn.

After handling animals or cleaning cages.

109.12(5)e

The provider shall follow safe sleep practices recommended by AAP for infants under one year of age

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109.8(2)e At least one staff is present in every room where children are resting. If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained. Ratio in infant rooms is always maintained.

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:

An unannounced visit was made to the TUGS Daycare and Preschool where I met with Abeigh Lee as the center director/owner, Nikole Benson, was not in. Abeigh was informed of the complaint and a tour of the center was made. It is noted that the visit did occur shortly after lunch time when the majority of children were napping. The center does group children in classrooms by age with infants being divided into two rooms with one for children under 12 months of age, and one for children 12-24 months of age. All classrooms were found to be in ratio with the exception of the 12-24 month infant room. When entering that room there was 1 staff present with 11 infants that were sleeping on a combination of cots and in cribs. The employee identified that she did have 2 co-workers who were assigned to the classroom with her but they were gone on break. It is noted that those staff did return within about 5, and 20 minutes after I arrived and the staff who had been in the room left to take her break. In speaking with staff all agreed that it is common practice to reduce ratio in the room at nap time.

When entering the birth - 12 month classroom it was observed that the room was in ratio with 2 staff present with 7 children. The classroom does have a design where the primary programming space is a large open area, but there is also a smaller programming space separated by a half wall and infant gate which is typically used for programming with younger newborns. When I arrived both staff were in the smaller area with 6 of the infants while the 7th infant was sleeping in a crib. Given the positioning of the staff and the sleeping child the staff would not have been able to observe the child. It was reviewed with staff that one either needed to move out into the main programming room with the sleeping child, or they could move the child and crib to the area where they were with the other children so that they maintain direct line of sight and sound of the sleeping child.

Safe Sleep requirements were being followed for the child that was under 1 year of age and sleeping in a crib. All other children under 1 year of age were awake at the time of the visit. The staff providing care to that age group were able to identify the practices followed in the center which were consistent with Safe Sleep requirements. When visiting the 12-24 month classroom it was observed that there were several children sleeping in cribs and those children did have blankets and other items in the cribs with them. It was reviewed with staff that while Safe Sleep requirements do not apply to children over 12 months of age it is not recommended to have blankets, plush toys, pillows, or other items in cribs with sleeping children and the best time to introduce those items is when they transition to cots.

While in the infant rooms which are connected by a pass through diapering and bottle prep area there were concern regarding disease transmission control practices. One observed issue was a staff member that had prepared an infant feeding bottle without washing her hands prior to doing so. It was reviewed that staff must wash their hands immediately prior to any food preparation or service related activities. A second observed issue was a changing station where a number of balls were being stored. The staff identified that these were being sanitized for use by the children later. It was reviewed that storing them somewhere other than the changing station would be a better option. When asked about the procedures the center follows when changing diapers and disinfecting changing stations they were able to identify the proper required practices.

I did review with Abeigh, and later with Nikole who had contacted me by phone that while Licensing Standards does allow for reductions in ratio in nap time for children over 24 months of age ratio must be maintained at all times for infants. Nikole did state that she had been unaware of that limitation and had believed that ratio could be reduced for all classrooms.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.8(2)e At least one staff is present in every room where children are resting. If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained. Ratio in infant rooms is always maintained. During the visit all classrooms were observed to be in ratio with the exception of the 12-24 month classroom. The room had 1 teacher present with 11 infants. The teacher did confirm that there were two other staff assigned to the classroom but they were on break. Those teachers did return in a timeframe consistent with having taken a break and the

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teacher that had been in the room then left to take a break. The staff confirmed that this is a common practice. It was reviewed that ratio cannot be reduced for classrooms serving children under 24 months of age and that when providing breaks the center will need to substitute staff.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.10(7) Staff hand washing: The center shall ensure staff demonstrate clean personal hygiene. Staff shall wash hands: Upon arrival at the center. Immediately before eating or participating in food service activity. After diapering a child. Before leaving the rest room either with a child or by themselves. Before and after administering nonemergency first aid if gloves are not worn. After handling animals or cleaning cages. During the visit one employee was observed to prepare an infant feeding bottle without washing her hands prior to doing so. The employee had been observed interacting and caring for other infants in the programming space prior to preparing the bottle.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of Licensing Standard 109.12(5)e The provider shall follow safe sleep practices recommended by AAP for infants under one year of age. During the visit Safe Sleep practices were observed for all infants under 1 year of age. Children over 1 year of age were observed to be sleeping in cribs with blankets and other items and while not recommended it is not prohibited.

Special Notes and Action Required:

This complaint is SUBSTANTIATED for violation of the Licensing Standards related to ratio and hand washing. The requirements related to both situations were clarified with the classroom staff, and center administration. No further action is required or recommended. A full license will remain in effect.

Consultant's Signature:

Raymond Salisbury

Date:

02-26-2025