Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: YWCA Children's Center Lyons Campus **Enrollment:** 38 **License ID:** 37702

Street: 250 20th AVE N **City:** Clinton **IA** **Zip Code:** 52732 **County:** Clinton

Mailing Address: 317 7th AVE S

Mailing City: Clinton **IA** **Zip Code:** 52732

Director's Name: Alisha Pope Wosoba **Center Phone Number:** 563-242-2190

On-Site Supervisors: **E-Mail Address:** childrenscenter@ywcaclinton.org

Date of Complaint: 11-16-2023 **Date of Visit:** 11-17-2023

[ ] 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:

It is alleged that approximately two years ago staff took the children to the gym on the other side of the building and were unaware that a child who is now five years old wandered off and was out of staff supervision for approximately fifteen minutes. A person from the business on that side of the building found and returned the child to the center. Staff wrote an incident report but did not provide it to the parent or tell the parent about the incident.

It is alleged that staff Danyka J. smacked a two year old child on the nose. The child was trying to eat and the staff said "no", took the child's hand out of the child's mouth, shook it roughly, threw the child's hand back in the child's face, and smacked the child on the nose with her own hand. The parent witnessed this and reported it to the center management. The child's face was red afterward and on the following day as a result.

Nothing is scrubbed down or cleaned at the center. There is mold inside bottles and sippy cups. One staff does not label the cups and children re-use whatever cup, not necessarily their own, without being washed. These concerns have been reported to management.

The staff are on their cell phones and are not watching the children.

Licensing Rules Relevant to the Complaint:

109.8(1)b All staff in ratio involved with children in programming activities.

109.10(10) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes:Minor injuries.Minor changes in health status.Minor behavioral concerns.Incidents resulting in injury to a child.Shall be verbally notified immediately when there is:A serious injury to a child.An incident resulting in significant change in health status.An incident includes child being involved in inappropriate, sexually acting out behavior.A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file.Serious injuries and deaths must be reported to the Department within 24 hours.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Adequate indoor and outdoor space is provided. The outdoor area shall include safe play equipment and area of shade. Sufficient space provided for dining. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. sufficient cooling. Sufficient bathroom and diapering facilities. Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.

109.12(2)a Center does not use corporal punishment including spanking, shaking, or slapping.

Inspection Findings:

The center was visited unannounced by the licensing consultant and HHS worker Sarah Peterson to discuss the reported concerns with the center director, Alisha Pope Wosoba, center administrator, Amanda Snyder, and other staff.

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
109.10(10) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes: Minor injuries. Minor changes in health status. Minor behavioral concerns. Incidents resulting in injury to a child. Shall be verbally notified immediately when there is: A serious injury to a child. An incident resulting in significant change in health status. An incident includes child being involved in inappropriate, sexually acting out behavior. A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file. Serious injuries and deaths must be reported to the Department within 24 hours. VIOLATED
There was an incident that occurred on 3/9/22 where a then two year old child was left out of staff supervision as the staff and children returned to the center from using the gymnasium which is located on the other side of the building from the center. A staff member from that side of the building found and returned the child to the center staff. The staff was not aware that she was missing the child. The child was not outside of the building. Alisha stated she did not recall this incident when first asked about it, however, an incident report authored by Alisha was found in the child's file. The incident report was not signed or dated by the parent and noted only the words "file please" on the parent signature line. Alisha stated she did not recall the specifics of the incident, and she did not recall how long the child was left unsupervised. Alisha stated the staff person responsible was Brianna D. Subsequent this visit, Alisha provided a copy of the written discipline for Brianna dated 3/10/22 which indicated she was immediately terminated from employment at the center. The written discipline also notes that "Brianna has previous write ups pertaining to neglectful supervision of children". The center is cited with regard to this incident. The staff did not ensure that she had all of the children with her that she was responsible for supervising and consequently left a child unsupervised. The center does not have evidence that the parent was notified of the incident given the incident report does not document this, and the center director can not recall the incident well.
Fortunately, the incident did not result in even more serious consequences.

109.12(2)a Center does not use corporal punishment including spanking, shaking, or slapping. NOT VIOLATED
Staff Lilly C. stated she witnessed staff Danyka J. yank the child's hand out of the child's mouth, shake the child's hand, point at the child and touching the child's nose while doing this, and yelled, "no". Lilly stated staff Katie M. was in the room with Lilly and also saw the incident. Lilly stated they were able to see this from their room across the hall from the room Danyka was in while the doors were open as lunch was being delivered. Lilly stated Danyka did not smack or hit the child, and there was not any injury or redness. Lilly stated she reported this immediately to Randi, and Alisha spoke to Danyka shortly thereafter, however, Danyka did return to work. Lilly stated this incident occurred approximately a month ago. The center is not cited with regard to this aspect of the report. There is not information to suggest a definite licensing violation occurred.

109.8(1)b All staff in ratio involved with children in programming activities. NOT VIOLATED
Alisha stated they have been having some issues with a few staff being on their cell phones. Alisha stated staff have been written up for this, and she continues to monitor. The center is not being cited at this time with regard to this aspect of the report. The center director acknowledged there has been a history of this issue, however, she states she has addressed it and that there have not been more recent concerns. She states she will continue to monitor closely.

109.11(3)a Center shall ensure that: Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease. NOT VIOLATED
It has been reported that staff Nicole will re-use random sippy cups for random children after putting them in the refrigerator with milk in them. The cups are not labeled for which child they belong to.

Nicole also does not use the correct formula for each child. Staff stated this has been reported to management. Alisha stated this information was just recently reported to her, and she is in the process of assessing the situation. Alisha stated it would be the center's policy not to re-use milk cups. She stated they may re-use water cups throughout the day, however, the cups should be labeled for which child they belong to specifically. Alisha stated she was not aware of concerns of mold in the bottles or cups. The cups and bottles in the cabinets of the ladybug and caterpillar rooms were inspected at the time of the visit, and there were not concerns observed. Alisha stated every room has a cleaning chart, and staff are supposed to initial as they complete the tasks. Alisha stated she is constantly in the rooms to see that staff are actually cleaning. She stated at a recent staff meeting she brought up areas needing improvement. The center is not cited with regard to this aspect of the report. It is not certain that there has been a specific licensing violation. The center director states she has met with the staff person to discuss the concerns that have been reported to her and has provided guidance and reiterated expectations per the center's specific policies. The center director states she will continue to monitor closely.

Special Notes and Action Required:

Discussion occurred regarding the need to strengthen the procedures for accountability. Amanda and Alisha stated there had been a recent staff meeting where staff were re-trained on policies, procedures, and expectations. Alisha provided correspondence regarding that staff meeting that took place on 11/2/23. The agenda included the topics of "counting children", "supervision procedures", procedures for exiting and re-entering the building with a group of children, procedures for lining up to exit the classroom and enter the classroom, and included face to name documentation templates. Center administration will need to continue to monitor this closely to ensure staff are following through with these procedures and make any necessary changes accordingly.

As a part of this incident, the center administration and staff were also reminded of mandatory reporter requirements. They shall review these and ensure compliance.

Consultant's Signature:

Heidi Hungate

Date:

11-27-2023