

CHILD CARE CENTER COMPLAINT

Name of Center:	Riverview Early Childhood Center	Enrollment:	130	License ID:	16138
Street:	705 Odell St	City:	Webster City	IA Zip Code:	50595
County:	Hamilton				
Mailing Address:	PO Box 214				
Mailing City:	Webster City	IA Zip Code:	50595		
Director's Name:	Rosann Messerly	Center Phone Number:	515-832-9240		
On-Site Supervisors:	Kristy Stertz	E-Mail Address:	riverviewearlychildhood1988@gmail.com		

Date of Complaint: 08-29-2024**Date of Visit:** 09-03-2024☒ 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 a

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:

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A scheduled visit was made to the Riverview Early Childhood Center on 09-03-24 where DHHS co-worker Shannon Hefley met with the center director Rosie Messerly, and classroom teacher Megan Coons. Rosie was aware of the complaint and stated that school had resumed on Friday 08-23-24. Rosie stated that there are 2 buses that come from the school, one at 3:30 with older children, and one at about 3:45 with younger children. Rosie stated that the center does have a classroom list identifying which children are expected to be riding the bus from school. Rosie did confirm that the child identified in the complaint is scheduled to ride the bus each day. Megan and Rosie confirmed that the normal routine is for Megan or another co-worker to meet the children calling their names as they get off the bus, and then again when they enter the building where the staff will sign the children in on the electronic sign-in system. Rosie stated that on 08-28-24 she had gone to the school to assist with getting the younger children on the bus, and noted that the child identified in the complaint was an older child that rode the other bus so she was not sure if the child had gotten on that bus or not. Megan stated that she was not working on the 28th and a co-worker had met the children as they arrived and would have been the one to sign the children in. Megan and Rosie confirmed that the child would have been in the school age classroom, and that is where the child was found. Rosie stated that the child had gotten reprimanded by staff regarding interactions with a peer and was upset and it appeared that the child actively sought to hid when the class left to go to the center gym. Rosie stated that the child was found in the classroom attempting to hide in one of the play center cupboards. It was reported that both the staff assigned to the classroom, and another teacher returning dishes to the classroom had both entered the room and did not see the child

The teacher that was assigned to the classroom on the day of the incident was not in but we were able to speak to the other employee who had entered the classroom to return dishes. That employee, Alexis, stated that she was the closing supervisor on that day and when she entered the classroom the lights were off but there was enough light to be able to see the room. Alexis stated that she entered the room, walked around a short shelf, turned and walked along one edge of the classroom to where she placed the dishes on a high ledge, and then left the room. Alexis confirmed that this would have afforded her a full scanning view of the room. Alexis stated that she did not see the child in the room.

We did visit the classroom and both Alexis and Megan confirmed that the arrangement remained as it had been on the 28th. The room has a traditional open school building design with cabinets, a bathroom, tables, shelves, and play structures present. The cabinets were observed to have fixed shelving in them that would not have provided room for a child to hide. All parties agreed that the bathroom door was open and the child would have been visible if hiding in that space. It was noted that there was a "light table" activity center, and small puppet theater structure near the dramatic play kitchen area where the child was later reported to have been found attempting to climb into one of the kitchen play center cabinets. It was noted that the kitchen play center cabinets also had fixed shelves that would not have allowed room for a child to climb in and hide. It was possible that the child could have hid in the puppet theater area, or under the light table center which could have provided sufficient cover for a child actively seeking to hide to be missed in quick sweeping observation of the room.

All parties did agree that the child does have a history of hiding when at the center. Rosie did confirm that the child identified in the complaint, and a couple other children had not been properly signed in to the center electronic attendance system on that day when they arrived from school. Rosie stated that the center has reviewed and revised the center policies and practice regarding when children transition from one activity to another that includes a name to face recognition process.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.10(16)a which requires that the center and supervisor shall ensure that staff knows names and number of children assigned, and staff shall provide careful supervision. All parties agree that there was a situation on 08-28-24 in which a school age child was left unattended in a classroom. The center did have a list of children expected to arrive on the bus from the public school at the end of the school day and all parties agree that the child was on that list. There is some concern that this and a couple other children were not signed into the center on the electronic attendance system though it was identified that is used more for billing and to track actual attendance than planned attendance. While it was reported and surmised that the child actively sought to hide and avoid detection in response to having been talked to regarding peer interactions it is still incumbent upon staff to ensure that they providing care to the children to which they have been assigned.

Special Notes and Action Required:

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This complaint was SUBSTANTIATED for violation of the identified Licensing Standard. The center did take steps regarding changes to policy and practice, and training of staff in those changes to reduce the risk of similar situations in the future. A full license will remain in effect. The following actions are required and/or recommended.

REQUIRED:

None

RECOMMENDED:

1. The center does maintain a planned daily attendance list which is provided to all teachers. It is recommended that adding a "check box" by each name for the children would provide an additional visual and physical confirmation that the child was present.
2. It is recommended that the center consider amending the policies and practice regarding how transfer of custody is established. This would include such actions as parents must meet and speak with staff when dropping off or picking up children, when staff leave/enter a room or send a child with a co-worker, children arriving from or going to school, etc. By having a process to formally acknowledge the transfer and acceptance of custody it can help to reduce the risk of an individual assuming that another caregiver is responsible for a child.

Consultant's Signature:

Ray Salsbury

Date:

09-18-2024