Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Stepping Stones Learning Center LLC **Enrollment:** 89 **License ID:** 20495

Street: 2205 2nd AVE **City:** Muscatine **IA** **Zip Code:** 52761 **County:** Muscatine

Mailing Address: 2205 2nd AVE

Mailing City: Muscatine **IA** **Zip Code:** 52761

Director's Name: Shawna Martin and Jacob Martin **Center Phone Number:** 563-264-1871

On-Site Supervisors: Michelle Sebastian **E-Mail Address:** daycare97@machlink.com

Date of Complaint: 12-14-2022 **Date of Visit:** 12-15-2022

[ ] 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:

1. A child has received four bites in one month.
2. A child's hair was pulled and staff did not intervene.
3. Staff speak negatively to the children.
4. Staff deny children access to their comfort items.
5. Staff have pushed children and pulled on their arms.
6. The center is not in ratio.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

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.

109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.

Inspection Findings:

This worker visited the center on 12/15/22 and on 1/20/23. This worker met with both directors and three staff. This worker reviewed incident reports and some camera footage.

1. A child was bit on four separate occasions. The dates were: 11/11, 11/14, 12/5 and 12/14. The staff had completed an incident report on 3/4 occasions. Biting at this age is developmentally appropriate. Children do not have a way to communicate so often they may bite. The child was bitten by different peers, so it would be difficult for the center staff to prevent the bite from reoccurring. The classrooms were in ratio on the dates these bites occurred. Based on this information, staff did provide careful supervision.

2. A child's hair was pulled during the Christmas Concert and staff did not intervene. Videos were reviewed. We did not see this incident occur.

3. Staff speak negatively to the children. After interviewing 5 individuals separately no one shared concerns of staff speaking negatively to the children.

4. Staff deny children access to their comfort items. Staff did share that one child was asked just to use comfort items during naptime. They did this due to the fact that the toy was brought to and from home, the child put the item in their mouth and occasionally the child wet through their clothing during naps. They did this to ensure the child/other children did not have access to unsanitary items. Most children in this classroom only use their comfort items at naptime and keep them at the center to ensure they are washed with the children's cot sheets/blankets.

5. Staff have pushed children and pulled on their arms. All staff shared that they do not have concerns with staff pushing or pulling on the children.

6. The center is not in ratio. The center has been in ratio. The directors have admitted that this has been challenging due to staff calling in, leaving early, showing up late, etc. The directors do not count themselves in ratio so if they need to be in a room they can be.

109.10(16)a. The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. NOT 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, or 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, or 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. VIOLATED. Staff did not complete an incident report 1/4 times when a child was bitten.

109.12(2)b. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training. NOT VIOLATED.

109.8(2) Ratio maintained in center as required by age. NOT VIOLATED.

Special Notes and Action Required:

The directors had staff complete additional training on supervision and on biting. They had these trainings scheduled prior to reopening from Christmas Break.

The directors shared that they will use the biting log as a tool to see if they can see a pattern with biting. The directors understand that due to confidentiality only staff can see this log. Parents cannot know the child who bit and the child who was bitten due to confidentiality.

The directors will remind staff that incident reports need to be completed for the child that bit and the child who was bitten.

Consultant's Signature:

Heidi Brown

Date:

01-22-2023