**Iowa Department of Human Services**

**CHILD CARE CENTER COMPLAINT**

**Name of Center:** Lil' Hands Big Dreams **Enrollment:** 67 **License ID:** 36394

**Street:** 810 North Avenue **City:** Norwalk **IA** **Zip Code:** 50211 **County:** Warren

**Mailing Address:** 730 Main St

**Mailing City:** Norwalk **IA** **Zip Code:** 50211

**Director's Name:** Mary Ferden **Center Phone Number:** 515-981-0717

**On-Site Supervisors:** Jamie Grubb **E-Mail Address:** lilhandsbigdreams@live.com

**Date of Complaint:** 01-24-2023 **Date of Visit:** 01-25-2023

**[ ]** Scheduled **[ ]** Unannounced **[X]** 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**

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**Complaint Details:**

Did this complaint result in a serious injury? ☒ Yes ☐ No

Serious Injuries include:

- Disabling mental illness.
- Bodily injury which creates a substantial risk of death, causes serious permanent disfigurement, or causes protracted loss or impairment of the function of any bodily member or organ.
- Any injury to a child that requires surgical repair and necessitates the administration of general anesthesia.
- Includes but is not limited to skull fractures, rib fractures, metaphyseal fractures of the long bones of children under the age of 4 years.

Did this complaint result in a death to a child? ☐ Yes ☒ No

**Summary of Complaint:**

On 1/23/23, it is alleged, while in the care of Lil Hand Big Dreams Day Care, a two year old received a spiral fracture to his right femur.
A staff was observed being aggressive towards a couple two year old children in the 2's classroom on video footage on 1/23/23.
A staff member was observed not washing her own hands after a diaper change and also not washing the child's hands after the diaper change.

**Licensing Rules Relevant to the Complaint:**

109.10(7) Staff hand washing: The center shall ensure staff demonstrate clean personal hygiene. Staff shall wash hands: <ol type="a">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.

109.10(8) Children’s hand washing: Center shall ensure staff assist children in personal hygiene. For each infant or child with a disability, a separate cloth for washing and one for rinsing may be used in place of running water. Children’s hands shall be washed:<ol type="a">Immediately before eating or participating in food service activity.After using the restroom or being diapered.After handling animals.

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

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 was notified of this complaint on 1/24/23. This worker was made aware that HHS Grubb was also involved in the concerns reported also.
This worker was contacted by Mary Ferden. Mary was calling to report a child had been injured while at the daycare. Mary stated she and Brian had done their own investigation and hadn't seen anything happen on video that would leave them to believe the child was injured by a staff person. This worker advised Mary that this worker was aware of the concerns and that HHS would be completing an assessment, talking to staff, etc.

HHS Grubb stated she had been in communication with the family of the child who had been injured. The child does have a spiral fracture and has had surgery. DHS Grubb will be in contact with this worker regarding interviews occurring with staff members at the daycare.

Staff L was interviewed by HHS Grubb on 2/2/23. This worker was not present. HHS Grubb provided information about the interview.
Staff AV was interviewed by HHS Grubb on 2/3/23. This worker was not present. HHS Grubb provided information about the interview.

This worker viewed video footage from Lil Hands Big Dreams, dated 1/23/23, with HHS Grubb. Staff AV was sitting on on a cabinet playing with her hair. Some of the children approached staff AV with books and a toy. Staff AV ignored the children. Staff AV was approached by a child who was brought a shoe to her. Staff AV grabbed the shoe from the child, picked the child up, put the shoe on and placed the child back on the ground. This was done in a rough manner. A short time later two children were playing with the lego table and were beginning to push the table. Staff AV grabbed one child by the elbow and one child by the right elbow. One child was spun around to face the other direction and she pushed him to the other direction. The other child was picked up by the are above the elbow and moved away from the table. These movements were done roughly. Within minutes, the children returned to the table and staff AV said nothing or did no interactions with the children. During a time when the class was picking up toys, staff AV grabbed toys out of children's hands.

The child who was injured was seen walking normally. Staff AV was seen walking out of the camera view. Staff AV came back into camera view and is holding the child, walking with him to a corner area and setting him down. The child is crying. The other staff in the room came to the child and hugged him. That staff walked away. Staff AV took the child's shirt off, which appeared to be hard to get off as she was tugging at it. Staff AV talked to the child. Staff AV picked the child up and tried to get the child to stand up. The child appears to be crying harder and would not stand on his left leg. Staff AV continued to touch the child's leg and get the child to stand up. The child was crying very hard and would not stand up. After several attempts, staff AV stopped.

**Special Notes and Action Required:**

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

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

109.10(7)
Staff hand washing: The center shall ensure staff demonstrate clean personal hygiene. Staff shall wash hands:
After diapering a child.
VIOLATION

9.10(8)
Children’s hand washing: Center shall ensure staff assist children in personal hygiene. For each infant or child with a disability, a separate cloth for washing and one for rinsing may be used in place of running water. Children’s hands shall be washed:
After using the restroom or being diapered.
Staff AV was observed changing a child's diaper. She didn't wash her hands after the diaper change. She did not wash have the child wash their hands after the diaper change.
VIOLATION

The staff person responsible is no longer employed at the daycare center. The owners were planning on doing some training with this staff member at the onset of the complaint. At the conclusion of the assessment and complaint, the staff person was terminated from employment. The owners planned on doing training and education with all staff at the center regarding positive guidance, the importance of staff asking for breaks if they were feeling overwhelmed and frustrated while in classrooms.

**Consultant's Signature:**

Melinda Larson, Child Care Licensing Consultant

**Date:**

02-17-2023