Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Toddler Town Childcare **Enrollment:** 56 **License ID:** 51335

Street: 2615 W. Central Park Ave **City:** Davenport **IA** **Zip Code:** 52804 **County:** Scott

Mailing Address: 2615 W. Central Park Ave

Mailing City: Davenport **IA** **Zip Code:** 52804

Director's Name: Alexandria Garcia **Center Phone Number:** 563-888-1175

On-Site Supervisors: **E-Mail Address:** toddlertown20@gmail.com

Date of Complaint: 07-07-2023 **Date of Visit:** 07-10-2023

[ ] 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:

1. The staff took a three year old child who has asthma outside during an air quality warning. There is concern that staff seem unaware of child's medical condition.
2. The center reported a child's inhaler was empty without explanation of how it is empty and stated they had not used the inhaler with the child.
3. Staff are on their phones or in the office and not in the classroom.

Licensing Rules Relevant to the Complaint:

109.10(3)b For every day an authorization for medication is in effect and child is in attendance, there shall be a notation of administration including the name of medicine, date, time, dosage, given or applied, and the initials of the person administering the medication or the reason the medication was not given.

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:

The center was visited on 7/10/23 to discuss the reported concerns with the center director, Alexandria "Allie" Garcia, her assistant and sister, Ruthie Morse, and other staff. Allie and Ruthie were familiar with the reported concerns about a child's medical concerns having had recent discussions with the parent.

109.10(3)b. Medications. For every day an authorization for medication is in effect and child is in attendance, there shall be a notation of administration including the name of medicine, date, time, dosage, given or applied, and the initials of the person administering the medication or the reason the medication was not given. VIOLATED
Allie stated the child whose parent she spoke to about concerns started at the center on 2/23/23. The center does have a current medication authorization on file for the child's inhaler. It is dated 3/1/23 through3/1/24. The center also had a letter from the child's medical provider regarding the medical condition and use of the medication. Allie and Ruthie recalled having administered the inhaler to the child a few times at the center when the parent had specifically requested this, but the center does not have any record of when they administered the medication. The center director states she must have gotten rid of the documentation thinking she did not have to keep it after the month is over. Allie stated the child had not exhibited any problems while at the center. It was about a week ago that Ruthie was going through the medication box and noticed that this child's inhaler was nearly empty. Allie stated the child's parent was upset when notified of this. Allie stated again that they had only used it once or twice so it must have come to the center already low. Allie and Ruthie stated medications are kept in the office and administrative staff are the ones who administer medications. Ruthie stated it was recently that she was going through the medication box and noticed the child's inhaler was empty. Allie and Ruthie stated the parent did provide a new inhaler upon their request. It is noted upon going through the medication box on the day of this visit, Allie discovered an additional new inhaler for the child, meaning they now have two full inhalers for this child on hand. The parent had apparently already provided a new inhaler. The center typically keeps each child's medication(s) and forms in separate ziploc bags within the medication box, but the inhaler was separate in the bottom of the medication box. The center is cited with regard to lack of documentation of the administration of medication.

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
Allie stated it was a newer staff (Olivia) who had spoken to the child's parent, and when the parent asked the staff if they knew about the child's condition, that staff mistakenly thought the parent had asked about the child's "heart condition" to which the staff were unaware of because the child does not have a heart condition. Allie stated this was a misunderstanding and that staff did know about the child's asthma. Allie stated she called the parent to try to explain the miscommunication.

It is a bit unclear as to when exactly the center took the children outside and how that relates to the exact time frames of the poor air quality experienced in the area off and on recently due to the Canadian wildfires. Allie was able to show messages between herself and the parent via the center's communication app where they discussed this. There was some back and forth messaging that took place on 6/15/23 where the parent expressed concern about the outside air quality and that staff seemed unaware of the child's condition. Allie replied that she would follow up with staff (see above). Allie stated she recalled that children had gone outside in the morning that day but that it was not hazy at that time and that conditions had gotten worse as the day went on. Allie recalled that they did not go outside again for about two weeks because of the ongoing air quality issues. Allie noted also that during most of that time, this particular child had been absent from the center.

Staff Allie N. is the lead staff for the three year old room. Allie N. stated she has worked at the center for about eight months. She stated she knew about the child's asthma and had even talked with the child's parent about it. She did not recall any time that the child had used the inhaler while at the center, but stated the child would go to the office to be given a medication by office staff. She recalled the child's parent asking once about the the air quality issue, and she reassured the parent that they had not been going outside as a center due to the conditions.

In regards to concerns of staff being on their cell phones or in the office, Allie denied that there is an issue with this. Allie stated that about four to five months ago this was a concern, and she bought lockers for the staff to use for their belongings. Allie states they also added cameras to the rooms, and staff are aware that they are always checking in on them. Allie states they also got tablets for the rooms to use for the center's communication application so staff do not have an excuse to use their own phones for that either.

The center is not cited as a result of this portion of the complaint as there is not definitive information to indicate a licensing violation. Staff indicated they were aware of the child's asthma and medication and were able to state the center's procedures for administering medications if/when needed. There is not specific evidence to indicate there is an ongoing problem with staff being on their cell phones. The center director states she has addressed any concerns she had previously with this and continues to monitor.

Special Notes and Action Required:

There is nothing specific required of the center in regards to this report at this time. The center director will need to ensure medication administration is documented properly and that records are maintained in the child files. The center is reminded that documentation requirements for medications are reviewed at the annual licensing visit as well.

Consultant's Signature:

Heidi Hungate

Date:

07-18-2023