Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Hope Learning Center **Enrollment:** 100 **License ID:** 25991

Street: 1711 Osceola AVE **City:** Chariton **IA** **Zip Code:** 50049 **County:** Lucas

Mailing Address: 1711 Osceola AVE

Mailing City: Chariton **IA** **Zip Code:** 50049

Director's Name: Ashley Jeffers **Center Phone Number:** 641-774-0629

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

Date of Complaint: 06-19-2024 **Date of Visit:** 06-19-2024

[ ] 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:

A four year old child was missing from the classroom for 50 minutes. He was later found in an empty classroom.

Licensing Rules Relevant to the Complaint:

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.

Inspection Findings:

The determination of this report was based on staff and administration statements and review of documentation including incident reports and training certificates. The center reported this incident.

Other HHS personnel met with the child and family. HHS visited the center on 6/26/24, 6/27/24 and 6/28/24. At least 20 staff/administration members were interviewed in person.

The designated person in charge, Bobbi E. indicated she was in charge of the facility as the Director was not present that day. She was notified the child was missing from the 4 yr old classroom on 6/19/24 at 11:32AM. She indicated she and 2 other teachers looked for rthe child. They found the child at 11:42AM. Child was hiding in a vacant classroom unsupervised. She reported the center estimated the child left his room between 10:50AM-11AM during hand washing before lunch time. This was assumed because lunch is at 11AM, a plate was not made for him, and he was not served. He was last seen during hand washing at 10:50AM. She related the child was not hurt or scared. Crystal M. (assistant teacher) and Jordyn K. (floater) were supervising the child. Crystal went on break at 11:05AM. Trinty R. took over for her, but she was not notified how many kids were in room when she took over as lead teacher. Jordyn noticed the child was missing at 11:32 AM and informed Trinity R., who then informed the designated person in charge.

Incident reports were not completed the day of the incident and given to parents to sign.

Trinity was interviewed by HHS in person on 6/26/24. She reported she walked in the room to give breaks. The child was not present when she walked in. She indicated the room was chaotic and the children were not receptive to redirection. She indicated Chelsea was in the room with the other two staff assisting with lunch.

Several staff were interviewed and indicated anytime they give breaks they are never told how many children are in the room they will be supervising. Several staff reiterated it is not general practice in the facility for staff to discuss how many children, or who they are supervising in a hand off to another staff.

Administration stress they have consistently talked to staff about counting children throughout the day. In notes from an April staff meeting, "Several kids have been left inside lately. Let’s leave classroom doors shut too. Kids are sneaking out and its going unnoticed. Kids being left unattended can be an automatic termination. If a kid is left outside unattended it WILL be an automatic termination and will be reported to the state."

The program has video cameras. HHS requested video footage. The program indicated they were not able to give any type of recording or pictures to HHS, as they were not accessible.

1. 109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. Staff supervising the child did not provide careful supervision when a four-year-old child was missing from their care for at least 40 minutes. HHS and CCR&R have recommended several times that staff are assigned specific children in smaller groups so that careful supervision is easily achieved. This has not occurred. Other HHS personnel, also assessing the situation stated, 'a single person did not act unreasonably, but the accumulation of all the factors resulted in the situation with A.G." VIOLATION

2. 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.

Staff did not complete incident reports and give to parents of the child the day of the incident.
VIOLATION

Special Notes and Action Required:

Staff were immediately disciplined by the designated person in charge the date of the incident.

Peggy White, Board President indicated on 6/28/24 she and the board would provide support to both administration and staff to ensure licensing standards are consistently met. Supervision issues must be addressed, and a long-term system put in place to assure future continued compliance.

Karen Lauer with CCR&R will provide support regarding staff dealing with behaviors and also work with the center on supervision practices. Center administration indicated they immediately implemented safe supervision practices assigning specific staff to specific children.

An onsite supervisor should be appointed.

Consultant's Signature:

Jill Seibert

Date:

07-11-2024