Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Mahaska YMCA After School Program **Enrollment:** 75 **License ID:** 25021

Street: 1801 Orchard Ave **City:** Oskaloosa **IA** **Zip Code:** 52577 **County:** Mahaska

Mailing Address: 1521 Green ST

Mailing City: Oskaloosa **IA** **Zip Code:** 52577

Director's Name: Kathy Chamra **Center Phone Number:** 641-676-7700

On-Site Supervisors: Kendra Sage **E-Mail Address:** meagan.mccartie@mahaskaymca.org

Date of Complaint: 11-20-2023 **Date of Visit:** 11-20-2023

[ ] 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

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 5 year old female was left alone unsupervised outdoors in the pick up line of the school during the after school. She had wet underwear because she had an accident. Staff were aware of this.

Licensing Rules Relevant to the Complaint:

109.6(3) Another responsible adult is clearly designated as the interim on-site supervisor if the on-site supervisor is temporarily absent from the center.

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 interviews with the child's parent, the Interim Program Director, the OSS and a request for incident reports.

HHS contacted mother of the child on 11/20/23. Mother of the child was interviewed on 11/20/23. She indicated Friday afternoon; the child was at the after school program. The mom was at work and did not have her phone on her for a little bit. The program texted at 3:45pm and said that the child had an accident and the clothes mom sent did not fit her. Mom did not see the message until 4:30 when she was leaving. She texted back and said she was on her way. It took her between 11-13 minutes to get to the school. She called and asked them to send the child outside. When mom pulled up, the child was standing outside. She was about 100 yards from the school entrance. The child was not wearing any pants and it was 45 degrees outside. A young man about 17 walked by and picked up some things she dropped. Mother asked if he was outside with the child. He said no and kept going. The reporter called the center back and asked when they sent the child outside and they said they had just sent her out. This was not true because the reporter hung up her phone and saw the child about 100 yards from the building. She called the program and talked to Maya. Maya would not give any information for who sent the child outside or who was in charge. When they got home, she had the child try on the pants she sent, and they fit. The reporter called again and asked that they call her back, she has not received a call back yet. The reporter is concerned the child was sent outside, with no pants on, in soiled underwear, in the cold, and could not get back inside, because the doors lock. Shelby was not harmed. She does not have the concept of time to say for sure how long she was outside. Mother indicated video footage showed the child outside alone for approximately 11 minutes.

Law enforcement has been contacted. Video tapes were reviewed, and the child was alone for 11-12 minutes unsupervised.

HHS contacted the interim Director Kathy Chamra on 11/20/23. Kathy Chamra indicated the school district will not allow parents to come into the building to pick up children post covid. She has spoken about this incident with the Y CEO. He is speaking with the school district. Interim Director Chamra indicated the Y is immediately changing practice. She acknowledged the child should not have been alone outdoors. A staff should have supervised the transition of the child to the parent. Parents should come to the door to retrieve their children so that Y staff are assured the correct guardian is picking the child up.

No incident report was completed. The interim Director asked staff to write incident reports on the occurrence.

Kendra S. is a college student working at the program. She has been OSS since August 21st, 2023. She is the designated person in charge of the after-school program since it currently has an interim Director only. Megan Hugen will be appointed the Director in December 2023. The former Director, Morgan Holle, just left the program a week ago. Kendra indicated kindergarten through 5th grade students attend the program. Around 45- 50 students are present daily. Each staff has between 10-15 children per day they are supervising. She stated children go outdoors alone through the west entrance. She agrees supervision practices need to change to meet rule.

1. 109.10(16) The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. Staff did not supervise a female child when the child was allowed to stand alone by herself outside of the school. The program changed supervision practices starting 11/20/23. All children are walked to the front door at the end of the day. Parents are to walk to the front door to pick them up. ---- Staff may not leave the group they are supervising to deliver children to the front door of the school. A floating staff must assist with this task. Ratio must be maintained at all times. Since neither an OSS or Director were present the OSS does not know which staff was supervising the student. VIOLATION in process of Correction

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. The interim Director told staff to write down the incident, but incident report forms were not completed. Staff that were supervising are college students. They are now on Thanksgiving break and not in the area. VIOLATION This will be corrected when staff return to work after the Thanksgiving holiday.

3. 109.6(3) Another responsible adult is clearly designated as the interim on-site supervisor if the on-site supervisor is temporarily absent from the center. No person was designated in charge when this incident occurred. OSS Sage was absent. VIOLATION OSS Sage indicates moving forward a designated person in charge will be appointed if she is not present.

Special Notes and Action Required:

The YMCA is working to formulate a plan to change practice on pick up. CCR&R and IDPH have been made aware and a technical referral made to both on 11/20/23. HHS addressed this issue with other YMCA Childcare Administration and further addressed staff training, program scheduling, etc....

Consultant's Signature:

Jill Seibert

Date:

11-20-2023