Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: North Scott Child Care-Grissom **Enrollment:** 32 **License ID:** 39521

Street: 500 Lost Grove Rd **City:** Princeton **IA** **Zip Code:** 52768 **County:** Scott

Mailing Address: 500 Lost Grove Rd

Mailing City: Princeton **IA** **Zip Code:** 52768

Director's Name: Theresa Tobin **Center Phone Number:** 563-285-9710

On-Site Supervisors: Ashley Neilson **E-Mail Address:** theresa.tobin@north-scott.k12.ia.us, michael.kline@north-scott.k12.ia.us

Date of Complaint: 06-21-2023 **Date of Visit:** 06-22-2023

[ ] 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:

It is alleged that multiple unknown staff members are using cell phones and/or computers and not engaging/interacting with the children. It is also alleged that a three year old child may sit in a dirty diaper for up to four hours causing redness while at the center as evidenced by a sore, red bottom. The area where they change the children, there is no sanitizing spray.

Licensing Rules Relevant to the Complaint:

109.8(1)b All staff in ratio involved with children in programming activities.

109.12(5)b Infants diapered in a sanitary manner as needed in central diapering area.One changing table for every 15 infants/toddlers needing diaper changes.Diapering, sanitation, and handwashing procedures posted and implemented in central diapering area.

Inspection Findings:

An unannounced visit took place at the center on 6/22/23 to discuss the reported concerns. Several staff were present at the time of the visit including, the on site supervisor, Ashley Neilson. The center director, Theresa Tobin, was not at the center at the time of the visit, however, the licensing consultant was able to speak with Theresa by phone subsequent the visit.

109.8(1)b All staff in ratio involved with children in programming activities. VIOLATED
The licensing consultant first found staff and children in the Kindergarten room (used by the program during the summer for a short period of time). The children here were at rest time with a staff in the room. The licensing consultant was told the older children were with staff in the gym. There staff Ashley N. and staff Lauren S. were both observed at the table while the children were playing in another area of the gym. Ashley appeared to be organizing various materials. Lauren was observed to be sitting at the table and acknowledged she was on her cell phone. Staff were told that this group of children would require at least one of them to be engaged with the children in activities, based on the ages and number of children. The center is cited with regard to this portion of the complaint.

109.12(5)b Infants diapered in a sanitary manner as needed in central diapering area. NOT VIOLATED
It is noted that the diaper station is not located within the program room at this center, and staff and children have to travel to the restroom area for diaper changing. The restroom area was visited by the licensing consultant during this visit and cleaning and disinfecting products were observed at the diaper station as required. Both Ashley and Lauren stated they were aware that the center director had received an email with concerns about the diaper changing of a particular child. They stated this child is at the center from about 6:30/7am until 11am. Lauren stated she is primarily the person who changes that child's diaper. Both staff stated they usually change diapers every two hours, and they will change a diaper more frequently if needed. They stated they typically go outside at 8am and stay out for an hour to an hour and half. They stated they stop at the bathroom on the way out and on the way back in and check diapers at that time as well. They stated they basically have three children in diapers currently. Both stated they do not complete any kind of daily records for the children where they would document diaper changing routines. Neither indicated any awareness of any diaper rash or issues that they had observed. The center director shared email correspondence she received on 6/21/23 from a child's parent expressing concerns about a child coming home with "another red spot" and "scratch" on the bottom and also bottom not being totally clean. Theresa stated this particular child always tends to have a bowel movement right about the time of pick up. She recalled on one occasion the center noticing the child's bottom was red upon the diaper change, and they notified the pick up person of this. Theresa stated they typically do not write down diaper changes, however, for this particular child they did start using their online communication application to notify of diaper changes. Theresa confirmed that there is a regular schedule they follow for diaper changes and that they would obviously change a child whenever necessary, and it would be obvious when a child had a bowel movement and needed to be changed. The center is not cited with regard to this portion of the complaint as there is not definitive information to indicate that there has been a licensing violation, however, the center director will need to ensure the diaper changing routines are being followed and address promptly if there are any concerns. The center may want to consider documenting the diaper change routines and providing that to parents for children who are still in diapers.

Special Notes and Action Required:

The center director will need to follow up with staff to ensure ratio requirements are in compliance and ensure that staff in ratio are engaged in program activities with the children.

Consultant's Signature:

Heidi Hungate

Date:

07-08-2023