Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Full Circle Child Development Center LLC **Enrollment:** 140 **License ID:** 37763

Street: 9375 Bishop DR **City:** West Des Moines **IA** **Zip Code:** 50266 **County:** Polk

Mailing Address: PO Box 730

Mailing City: Waukee **IA** **Zip Code:** 50263

Director's Name: Jarrid Cyr **Center Phone Number:** 515-987-9642

On-Site Supervisors: Katie Cyr **E-Mail Address:** fullcirclecdc@gmail.com

Date of Complaint: 11-28-2023 **Date of Visit:** 11-28-2023

[ ] 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 was reported that the infant classrooms and two year old classrooms are often times out of ratio in the early morning hours and late afternoon hours.

It was also reported that child incident/accident reports are not being given and/or not complete when they are given.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

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.

Inspection Findings:

This consultant contacted the reporter on 11/28/23 at 12:40pm.

An unannounced visit was made to the center at 3:25pm on 11/28/23. This consultant explained the reported concerns to the owners, Jarrid and Katie.

This consultant asked about three specific accidents within the past two or so months involving one particular child. Jarrid stated there were three incidents/accidents over the past two months were a child had a goose egg on his forehead and a report was not provided. The child also had a black eye, but staff did not see the black eye. Jarrid also stated there was a third incident where the report was not completed sufficiently. Jarrid and Katie stated they have talked to the staff members in this classroom about being thorough with incident/accident reports. Jarrid stated he had also spoken to the child's parent about this issue. Because incident/accident reports were either missing or not completed sufficiently, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(10).

This consultant, along with Katie, checked the infant and two year old classrooms. All of the infant classrooms were in ratio. Of the three two-year old classrooms, two were in ratio and one was not in ratio. This consultant along with Jarrid and Katie brainstormed how to get in ratio for this two year old classroom. Because one two year old classroom was out of ratio (one staff with 10 children), the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.8(2) AS IT PERTAINS TO RATIO. It appears not being in ratio was an honest mistake as there were some confusion over mixing of children. There are a number of scenarios where classrooms can be out of ratio for short periods of time, but the general breakdown of ratios for combination of ages is as follows:

18 months - 3 years of age: Ratio of 1:7
3 years of age - 5 years of age: Ratio of 1:12
4 years of age - 12 years of age: Ratio based on majority age of children.

Special Notes and Action Required:

Upon observing the infant classrooms, a number of boppy pillows were observed. It is recommended all boppy pillows be removed.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email nkneppe@dhs.state.ia.us so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.
*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHS Licensing Consultant to inquire.

Consultant's Signature:

Nathan Knepper

Date:

11-29-2023