Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Yellow Brick Road ECDC - Norwalk **Enrollment:** 149 **License ID:** 51820

Street: 2201 Sunset DR **City:** Norwalk **IA** **Zip Code:** 50211 **County:** Warren

Mailing Address: 2201 Sunset DR

Mailing City: Norwalk **IA** **Zip Code:** 50211

Director's Name: Laura Schultz **Center Phone Number:** 515-981-0089

On-Site Supervisors: Tawnie Ferez **E-Mail Address:** Kylie.Schrader@ybrecdc.org

Date of Complaint: 06-27-2023 **Date of Visit:** 07-12-2023

[ ] 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:

Concerns reported a two year old was left alone for approximately thirty minutes in a classroom while he was still napping. The rest of the class was in the center's all purpose room. The center is out of ratio in the two year old classrooms. They have one year old children mixed with the two year old children.
A staff member insinuated a child's behavior was due to the child's race.

Licensing Rules Relevant to the Complaint:

109.8(2)c Children between 18 months and 3 years of age may be combined, if appropriate to the developmental needs of the child. If a child under 2 years is combined, the staff ratio of 1 to 7 shall be maintained, otherwise staff ratio may be determined by the age of majority of the children in the group.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.12(1)a Program provides a curriculum or program of activities that promotes self-esteem and positive self-image, social interaction, self-expression and communication, creative expression, and problem-solving skills.

Inspection Findings:

This worker went to the daycare for an unannounced visit. This worker met with the Laura Schultz, the director, initially and explained the purpose of the visit. Jenn Villegas, the Regional Director, joined the meeting.

Laura was aware of the incident in which the child was left in a class while napping. Laura said there were two staff working, M.H. was the lead staff. The second staff, K.G, had just started working at the daycare. There was a magician visiting at the daycare. That class had gone to see the magician. M.H. did not see that child sleeping on his cot. She didn't follow all protocols so the child was missed. The child's father came to pick up the child at the gym and staff noticed the child wasn't in the gym. Jenn was just getting to the daycare so she was there when the incident occurred also. The classroom is close to the gym. There are locks and alarms on the doors leading to outdoors so the child could not have left the daycare without staffs' knowledge. The doors also have weighted hinges so they would be very difficult for a child to open. The child was found in the room. The father was understanding about the situation. This worker asked for a copy of the incident report from that day. Laura looked for it and realized one wasn't completed. She believed one wasn't done since the father arrived at the center and they talked to him and discussed everything at that time. That staff was disciplined for the incident. Supervision policies were reviewed.

Laura said that there are some children who are eighteen months who are in 2's classrooms. Appropriate ratio is always maintained. Some staff who have quit who were very upset about this. This worker went to some classrooms and all were in ratio. Staff knew ratio requirements.

The center had six staff quit around the same time. One of the staff requested raises and said she would quit without a raise and then would not quit. Some of the staff had been written up for being late, creating a negative work environment by gossiping, etc. Since the staff quit, things at the daycare have been better overall.

They have never received any concerns, complaints about any mistreatment from staff related to children being treated differently due to their race. They have never heard anyone making comments in a negative or positive way to any child at the daycare. They have no idea what this is referring to.

Special Notes and Action Required:

109.10(16)a
The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.
VIOLATION

109.8(2)c
Children between 18 months and 3 years of age may be combined, if appropriate to the developmental needs of the child. If a child under 2 years is combined, the staff ratio of 1 to 7 shall be maintained, otherwise staff ratio may be determined by the age of majority of the children in the group.
NOT A VIOLATION

109.12(1)a
Program provides a curriculum or program of activities that promotes self-esteem and positive self-image, social interaction, self-expression and communication, creative expression, and problem-solving skills.
NOT A VIOLATION

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

07-14-2023