Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: YWCA Children's Center **Enrollment:** 75 **License ID:** 18570

Street: 317 7th Ave South **City:** Clinton **IA** **Zip Code:** 52732 **County:** Clinton

Mailing Address: 317 7th Ave South

Mailing City: Clinton **IA** **Zip Code:** 52732

Director's Name: Amanda Snyder **Center Phone Number:** 563-244-8340

On-Site Supervisors: Jenna Pike **E-Mail Address:** childrenscenter@ywcaclinton.org

Date of Complaint: 12-05-2022 **Date of Visit:** 12-06-2022

[X] Scheduled **[ ]** 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:

Staff Angela S. pushed a one year old child's face into the crib mattress because the child would not keep the child's head down during nap.

Staff Angela S. left the side of the crib down and walked away to do dishes with the child in the crib.

Staff Angela S. dropped a one year old child by letting go of the child's arms when the child was fussy causing the child to hit the child's head and need an ice pack. No incident report was written for that incident.

These concerns were reported to the center director, Amanda S., on 11/29/22 and no actions were taken.

Amanda Snyder has one and two year old children in the same room together and sometimes they are out of ratio.

There are employees working without having met their training requirements, staff Angela S. being one of those staff. There are school age staff working without background checks and/or physicals.

Licensing Rules Relevant to the Complaint:

109.7(1) All staff(within first 3 months of employment)Two hours of approved training FOR the mandatory reporting of child abuse.At least one hour of training regarding universal precautions and infectious disease control.Certification in American Red Cross, American Heart Association, American Safety and Health institute or MEDIC First Aid infant, child, and adult cardiopulmonary resuscitation (CPR) OR equivalent certification approved by the department. A valid certificate indicating the date of training and expiration date shall be maintained.Certification in infant, child, and adult first aid that uses a nationally recognized curriculum or is received from a nationally recognized training organization including the American Red Cross,American Heart Association, American Safety and Health Institute or MEDIC First Aid or an equivalent certification approved by the department.A valid certificate indicating the date of training and expiration date shall be maintained.Minimum health and safety trainings, approved by the Department. If significant changes occur to content, the Department may require the training be renewed.

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

109.9(1)b All files contain:A signed copy of DHS criminal history record check or any other permission form approved by the Department of public Safety for conducting an Iowa or national criminal history check. A copy of Request for Child Abuse Information.Copies of the results of Iowa records checks conducted.Copies of national criminal history check results.Any Department-issued documents sent to the center related to records check.

109.9(1)d All files contain a pre-employment physical exam report completed within six months prior to hire and at least every three years. Physical exams shall be documented on form 470-5152, Child Care Provider Physical Examination Report.

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.

109.12(2)c Punishment or threat of punishment associated with illness, toilet training, or food or rest is not be used.

Inspection Findings:

The licensing consultant first called the center and spoke with the center director, Amanda Snyder and Shannon Sander-Welzien, YWCA Clinton Executive Director. The licensing consultant visited the center on 12/6/22 and spoke again with Shannon as well as Kelli Riley, administrative assistant for the center, and other staff.

109.7(1) All staff (within first three months of employment): • Two hours of approved training for the mandatory reporting of child abuse within three months of employment. • At least one hour of training regarding universal precautions and infectious disease control. • Certification in American Red Cross, American Heart Association, American Safety and Health Institute or MEDIC First Aid infant, child, and adult cardiopulmonary resuscitation (CPR) or equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained. • Certification in infant, child, and adult first aid that uses a nationally recognized curriculum or is received from a nationally recognized training organization including the American Red Cross, American Heart Association, American Safety and Health Institute or MEDIC First Aid or an equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained. • Minimum health and safety trainings, approved by the Department. If significant changes occur to content, the Department may require the training be renewed. VIOLATED
Several staff files were reviewed at this visit. At least two of the files did not have all of the required trainings completed and were past their first three months of employment.

109.9(1)d All files contain a pre-employment physical exam report completed within six months prior to hire and at least every three years. Physical exams shall be documented on form 470-5152, Child Care Provider Physical Examination Report. VIOLATED
Several staff files were reviewed during this visit. At least one file reviewed did not have evidence of the pre-employment physical.

109.9(1)b All files contain: (1) A signed copy of the DHS Criminal History Record Check, Form B, that was submitted prior to employment. (2) A copy of Request for Child and Dependent Adult Abuse Information. (3) Copies of the results of Iowa records checks conducted. (4) Copies of national criminal history check results. (5) Any Department-issued documents sent to the center related to records check. NOT VIOLATED
Several staff files were reviewed at this visit. Background check requirements appeared to be in compliance in those files.

***It is noted that several staff files could not be located during the visit, and other files reviewed were quite disorganized.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. VIOLATED
The center is cited with regard to the incidents where staff Angela left the crib railing down and walked away from a child in the crib. Angela admits to doing this by accident on a couple of occasions. There was no injury to a child relative to these incidents, however, it is obvious that there could have been if a child were to fall out of the crib.

The licensing consultant was able to review video footage of the incident where the child fell and hit the child's head on the floor. Staff Angela S. is seen from behind and she is walking directly behind the child with her hands on the child's back or shoulders. The child is seen to lean back or fall slipping between Angela's legs and landing on the floor where the child apparently hit the child's head. It is noted that there is no sound associated with the video, but it did not appear that there was any kind of a struggle going on at the time of the incident. Staff Angela described that she was walking behind the child as they were getting ready to go to the room next door for a visitor demonstration. She stated she was playing with the child saying, "I'm gonna get you", when the child fell backward and slipped between her legs. She stated this was purely an accident. There is not definitive evidence to suggest that a licensing violation has occurred specific to the manner in which this incident occurred.

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. 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. VIOLATED
Staff Angela and staff Kelli agreed that there was an incident where the child hit the child's head on the floor. Angela and Kelli checked the child immediately after the incident. The child cried, and an ice pack was given. Staff Hannah stated she did not witness the incident but was there after the incident and stated the child did have a bump on the head from the incident. All staff agree that they failed to write an incident report or to notify the parent of the incident.

109.12(2)c Punishment or threat of punishment associated with illness, toilet training, or food or rest is not be used. NOT VIOLATED
Staff Angela stated the child kept putting the child's head up and down. Angela stated that she is a trained massage therapist and she was rubbing the child's head, as she had done previously, in an attempt to get the child to settle down for rest time. Angela denied that she knowingly or purposely pushed the child's head into the mattress. Angela stated there was another staff person in the room who did not care for Angela. Angela stated because of that she could only imagine what it looked like to that other staff person. It is noted that staff person no longer works at the center. Angela stated several times that she loves her job and she loves the children. Angela became somewhat emotional and described that she can feel frustrated at times when the children scream and cry but stated that she asks for help if she feels frustrated. Angela recalled that other staff asked her if they could help that day, but she declined their assistance. The video footage was reviewed. It was noted that Angela spent a considerable amount of time attempting to get the child to settle in the crib for nap, however, due to the location of the crib and camera angle it is not possible to see any detail of the child in the crib or how Angela handled the child specifically. Another staff interviewed stated she did witness the incident and that Angela was seen to push the child's head down and to hold the child's back down. The staff person said she even reminded Angela that the child had hit the child's head earlier that day and offered to take over with the child for Angela but Angela declined. There is not definitive evidence to indicate that a licensing violation has occurred relative to this incident, therefore the center is not cited.

109.8(2) Ratio maintained in center as required by age. NOT VIOLATED
The center is allowed to mix children age one and two as they describe they are doing in the bumblebee room (ages 18 months through two years) so long as they are not mixing children under 18 months with two year old children. There is not definitive information to indicate that there has been a ratio violation at this time.

Special Notes and Action Required:

The center continues not to use a meaningful system to track staff files and files continue to be out of compliance. The center has been referred to work with CCRR subsequent the last licensing evaluation specifically because of this concern, however, it is unclear the extent to which consultation has occurred. The center is directed to continue to work with the CCRR consultant. Shannon has indicated that administration is in the process of adding an additional supervisory staff person and possibly a volunteer to oversee and manage the staff and child files for the child care centers. At some point negative action on the license will occur if there is not noticeable improvement with compliance in this area.

It is noted that two of the primary staff in the bumblebee room are new to child care. Angela has only worked at the center since August 2022, and Hannah just started in November 2022. Neither staff have any previous child care center experience. It is recommended that the center seek additional and meaningful training opportunities for these staff as well as other staff as needed. Among other things, suggestions for training opportunities could include age appropriate expectations, positive interventions, and stress management. The center can consult with their CCRR consultant with regard to specific training opportunities. Evidence of participation in trainings shall be located in the staff files. The center director and administration will need to continue to monitor the staff and to provide direct guidance and close supervision. Any concerns about staff interactions with children shall be addressed immediately.

Consultant's Signature:

Heidi Hungate

Date:

12-06-2022