

CHILD CARE CENTER COMPLAINT

Name of Center: Kingdom Kids	Enrollment: 115	License ID: 42695
Street: 315 Oak Ridge RD	City: Waterloo	IA Zip Code: 50702
County: Black Hawk		
Mailing Address: 315 Oak Ridge RD		
Mailing City: Waterloo	IA Zip Code: 50702	
Director's Name: Faith Garcia	Center Phone Number: 319-505-2585	
On-Site Supervisors: Angie Boos, Charissa Galvan & Becky Carr	E-Mail Address: kingdomkidspsd@gmail.com	

Date of Complaint: 03-29-2018**Date of Visit:** 04-02-2018☐ Scheduled ☒ Unannounced ☐ NA☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found**RECOMMENDATION FOR LICENSE**☒ **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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

On 03/29/18 a concern was reported on Kingdom Kids in Waterloo. It is reported that the infant room has been out of ratio on "multiple times" over the last two months. It was reported that on 03/15/18 and 03/29/18 there were five children with one staff member in the infant room. It is reported that the person who serves breakfast is the second staff member in the room and she is out of the room for over an hour.

Licensing Rules Relevant to the Complaint:

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

Inspection Findings:

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On 04/02/18 at 7:45 am I made an unannounced visit to Kingdom Kids in Waterloo. I met with Charissa Galvan, an on-site supervisor for the program. I informed her of the reported concerns. Ms. Galvan states she is the staff member who prepares breakfast and delivers it to the rooms. She states she takes the breakfast to the room by 7:15 am and breakfast is served 7:30-8:00 am. She states she is in the infant or toddler room by 7:30 am. She did not recall the infant room being out of ratio. The center has Procure which allows her to look at specific dates and when children are signed in.

On 03/15/18 the program did not have five children until 9:37 am and there were two staff members in the room at that time.

On 03/29/18 the infant room had five children at 7:17 am and the sixth child came at 8:04 am. Ms. Galvan states she was in the room by 7:25 am, so there was probably eight minutes when there were five children with one staff member. Ms. Galvan states it is the center's policy that a staff member contact the office with the walkie talkie in the room to let them know another child arrived and they need an additional staff member. Brittany would have been the staff member in the room on 03/29/18. She was not available to talk to because she leaves between 7:30-8:00 am to go to classes.

I visited the infant room at 8:05 am and there were four children with one staff member, so they were in ratio. I made a licensing visit to the program on 03/12/18 and the room was in ratio on that date as well.

On 04/02/18 I had communication with Faith Garcia, the owner of the child care center, via email. Ms. Garcia stated that Charissa Galvan informed her of the reported concerns. Ms. Garcia states that Ms. Galvan told her that on Thursday (03/29/18) Brittany called her when the fifth child arrived in the infant room and she was not able to get in the infant room to help for approximately eight minutes because she was delivering breakfast to the other rooms. Ms. Galvan states one of the infants arrived at the center much earlier than scheduled.

Ms. Garcia states she spoke with Brittany, the staff member in the infant room. Brittany said she called Ms. Galvan on the walkie talkie as soon as the fifth child arrived in the room. Brittany states that Ms. Galvan typically arrives to help in the room shortly after she is called.

Ms. Garcia was going to talk with Becky Carr, an on-site supervisor, about whether they need to adjust their plan on staffing the mornings.

Special Notes and Action Required:

109.8(2)-Ratio maintained in center as required by age. VIOLATED. The infant room was left out of ratio on at least one date. The infant room can never be out of ratio. I recommend having an additional staff member available in the morning to cover rooms or you will have to turn children away if you cannot maintain ratio.

At this time, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:

Rebecca Frost

Date:

04-25-2018