Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Little Stars Child Care Center **Enrollment:** 34 **License ID:** 51440

Street: 2250 W Ridgeway AVE **City:** Waterloo **IA** **Zip Code:** 50702 **County:** Black Hawk

Mailing Address: 2250 W Ridgeway AVE

Mailing City: Waterloo **IA** **Zip Code:** 50702

Director's Name: Kelsey Brunson **Center Phone Number:** 319-883-6747

On-Site Supervisors: Jillian Green **E-Mail Address:** directorlsccc22@gmail.com presidentlsccc@gmail.com

Date of Complaint: 04-25-2023 **Date of Visit:** 04-27-2023

[ ] 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:

On 04/25/23 a concern was reported regarding Little Stars Childcare Center in Waterloo. It is reported that on this date the toddler room was out of ratio. There were two staff members with nine children aged one-year-old.

Licensing Rules Relevant to the Complaint:

109.8(2)e At least one staff is present in every room where children are resting.If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained.Ratio in infant rooms is always maintained.

Inspection Findings:

CHILD CARE CENTER COMPLAINT

On 04/27/23 I made an unannounced visit to Little Stars Childcare Center in Waterloo. I met with Kelsey Brunson, the director of the program. Ms. Brunson states she was not at the center the day this occurred. They were having a meeting with Child Care Resource and Referral (CCR&R) and the on-site supervisor, Jillian Green, was at the center and Ms. Brunson participated via a zoom meeting. Ms. Green was not present during my visit.

Ms. Brunson states that Ms. Green was very thorough before going into the meeting. She checked the rooms to make sure they were in ratio and told all the staff members she had her walkie talkie if they needed her. At some point during the meeting one of the staff members left the toddler room but did not inform anyone so when Ms. Green and CCR&R personnel walked in the room there were nine children with two staff members. Ms. Brunson states that Ms. Green checks on the ratios in the rooms constantly.

Ms. Brunson states they had a staff member who did not call and did not show up the day of this incident. Ms. Brunson checked the attendance records. The meeting started at 10:30 am and the ninth child arrived at 10:40 am. The meeting lasted about an hour. The lead staff member did not let Ms. Green know they were out of ratio, and it was her responsibility to do so. I agreed with Ms. Brunson and stated the lead teacher is responsible for that communication with the administration.

Ms. Green went into the toddler room to provide care the rest of the day when they realized they were out of ratio.

Special Notes and Action Required:

109.8(2)e. Ratio in infant rooms is always maintained. VIOLATED. The toddler room cares for children who are one year old. On 04/25/23 the room was out of ratio for an extended period of time because the on-site supervisor was not notified that a third staff member did not show up for work. The lead teacher in the room should be communicating when they are out of ratio with the director or on-site supervisor.

Currently, 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:

05-31-2023