Iowa Department of Human Services
CHILD CARE CENTER EVALUATION AND RECOMMENDATION FOR LICENSE

Name of Center: Childserve Child Care - Ames **Enrollment:** 117 **License ID No. (Reapplications)** 16849

Street: 1915 Philadelphia ST **City:** Ames Iowa **Zip** 50010 **County:** Story

Mailing Address: 5406 Merle Hay RD, Johnston, IA, 50131

Director's Name: Emily Hofer **Phone Number:** 515-232-7220

On-Site Supervisor(s): Rachelle Flory **E-Mail:** emilyho@childserve.org

Date(s) of Visit: 08-17-2023

X **Licensing Visit** X **Unannounced Visit** **Off Year Visit** **Administrative Change**

LICENSING VISITS

New Application **Re-Application** X **NA**

Signed Application (470-0722) Received X **Yes** **No** **NA** **Date Signed:** 06-17-2021

FIRE INSPECTION **State** X **Local** **NA** **Is Fire Inspection Approved?** X **Yes** **No** **NA**

Date Inspected: 07-29-2022

Comments : Fire inspections are due at least every three years. This center has built additions and the fire inspector was on sight 8/23 for the additions.

LICENSE TYPE: X **Child Care** **Preschool (ages 3-5 meets three hours or less per day)**

Financial Type: Profit X Non-Profit NA

Accredition: Accredited NAEYC NSACA Other X NA

Program Serves: X Infants (0-23 mo.) X 2 Years X Preschool-Age School-Age

Get-Well Evening Care X Special Needs

SCHEDULE: X Year-round School-Year Summer Only

HOURS:	*Year-round*	*School-Year*	*Summer Only*

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Age	Capacity
General	56	24	72	42	194
Summer					0

QRS Rating: 3

RECOMMENDATION FOR LICENSE:	
X	**FULL** license from 08-01-2023 to 08-01-2025
	PROVISIONAL license from
	DENIAL of initial application
	SUSPENSION of license
	REVOCATION of license

Licensing Consultant: Maggie Gibson, SWIV **Date:** 10-02-2023

I. IF CURRENT LICENSE IS PROVISIONAL, IDENTIFY THE CORRECTIVE ACTIONS

N/A.

II. IDENTIFY THE AREAS OBSERVED ON THE VISIT:

An unannounced full-licensing visit was conducted on 8/17/23, with all areas of the program having been observed. Director and on-site supervisor Rachelle Flory and Emily Hofer were present throughout the visit.

Childserve Child Care - Ames has been in operation since the mid-1990's and since 2000 in the current building . There are four Child Serve Centers, the others being located in Des Moines and Johnston. This is one of the four child care centers operated by Childserve (other centers being located in Des Moines and Johnston). The administrative offices are located in Johnston with Barb Williams as the Service Manger for the Childserve centers. This center offers traditional child care for children ages newborn to five; along with providing care for children with special needs. Emily Hofer is the director of this center. She has a degree in Family and Consumer Science and has worked at this center since 2005. Emily is currently working toward her Master's degree. Rachelle Flory is the on-site supervisor, as well as the Ames Child Serve manager. Rachelle has a Bachelor's of Science degree in Speech and Hearing Sciences, she has worked at Child Serve for over 20 years.

Aside from the child care program, there are other services offered in this building. There is a large room for the physical therapy program that is provided to people within the community and Childserve consumers. There is a respite area that is used to provide care to people of all ages with special needs; Day Health Program that uses the respite area. This program provides care to children with significant medical needs. The ratio is much lower than required. These medically fragile children are more susceptible to illnesses and by being in their own area they are more protected from exposure to germs and sickness.

The center opened an Autism Day Health Program in August of 2017. This is designed for early intervention of Autism. It is based on the program they currently offer at the Childserve located in Johnston. This program will serve children age two and above. The ratio is lower than required, a one staff to three children ratio. Childserve Child Care- Ames has nearly doubled the size of the building, with 3 rooms, that accommodate 14 consumers in each that increased the capacity of the center by 42.

The center uses the Creative Curriculum with gold standard for assessments.

All areas of the center were observed on 8/17/23.

Observation of Rooms: The center rooms are divided by ages and includes room(s) to accommodate children with specific needs ages 3-4-5 years old. All rooms were observed to be in ratio; with staff actively engaged with the children during their daily schedule, that included lunch, rest and snack times during this visit. The rooms each had a variety of age appropriate activities and centers arranged nicely to allow for effective supervision. Menus, lesson plans and daily activities were posted for children/parents. Staff were observed to serve the children family-style for lunches and snacks and to be fully interactive during lunch/snack times. Handwashing and diaper changing protocols were followed with clean restrooms and clean changing tables.

Center Nutrition: Childserve Ames has a on-site kitchen and dedicated cook. The menus are in a rotation and appear to follow CACFP guidelines for nutrition. The kitchen was clean and organized. The center plans to renovate the kitchen and plans to do that were discussed but had not yet commenced on this visit. Lunch and snack are served family-style in the classrooms. Refrigeration was observed to have the necessary temperature monitoring and appeared in good condition.

Health and Safety: medications are stored in confined and monitored areas, often administered by nursing staff. Ready access to handwashing sinks was observed and in use. First aid kits are stocked and available. Emergency fire and tornado drills were noted to have been completed. Radon testing was completed 11/2022 and was under the cutoff for safety. There is a maintenance team that provides continuous maintenance to the facility. This center is over-all very clean and organized, with space for personal items for the children attending also being organized.

Playground: This center has several sectioned playground areas, divided by ages. Each area was observed with a variety of age/developmentally appropriate equipment in good repair. Safety surfacing on the ground was pour in place. Additionally the playground sections were physically divided by fence/gates, providing ample access to natural light with shaded areas, grassy areas and some pavement. The children were able to have water play days over the summer.

Administrative Record Review: The center has conspicuously posted mandatory reporter information, access to handbook, consultant contact information, license, along with emergency exits for fires and emergency plans for tornado. There were non-smoking signs also posted. Fourteen Child files were reviewed. Files are electronic and the majority were up to date; there was one file missing a yearly physical. Eight Employee Files were reviewed; these files are electronic and sent electronically by administrative/IT staff. There was one file needing an updated SING or Iowa Child/Dependent Adult abuse check; one file needing updated FBI/National checks which had been submitted but for which the results had not been included or received and one file of an employee that was in need of updated CPR/1st Aid training. This centers files were observed to be nicely organized and the majority of which were updated timely. This center has a well-established policy that is readily available to families and employees.

III. IDENTIFY THE OBSERVED STRENGTHS OF THE CENTER:

This center has submitted application for the IQ4K system at the time of this visit.

The staff are more prepared to care for children with special needs and have access to services for these children which is meant to provide additional reassurance for parents.

The center offers a Day Health Program for children who are medically fragile, as well as an Autism Day Program.

The center provides an integration of child care with a component of therapy if needed for a child. The center offers adaptive technology, speech therapy, physical therapy and occupational therapy. The center is currently looking to hire an additional mental health provider also.

The center offers on-site screenings for children.

The staff are educated, all of the lead teachers have degrees in Early Education or their CDA.

The staff communicate well with families. The center is in the process of updating technology for communicating with families.

The center works with CCR&R on a regular basis.

The center provides a needed service in the community.

The center continues participating in the WAGES program for their staff.

IV. IDENTIFY THE ASPECTS OF OPERATION THAT FALL BELOW THE STANDARDS REVIEWED:

109.6(6)c: Center repeats Iowa record checks at a minimum of every two years or when aware of additional child abuse or criminal history that occurs.
-There was one staff file reviewed that was in need of updated SING (Iowa Child/Dependent Adult Abuse) Checks.

109.6(6)d: Center repeats national criminal history checks at a minimum of every four years or when aware of additional history that occurs.
-There was one staff file reviewed that was in need of updated FBI/National checks, which appeared to have been submitted but did not contain the results of this submission.

109.9(1)e: All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.
Number not in compliance: 1 (one staff CPR/Ist Aid certification had expired)

109.9(2): All files are updated at least annually and when a change occurs.
-One child file reviewed was in need of an updated annual physical

V. SPECIAL NOTES/RECOMMENDATIONS:

The furnace is inspected monthly, with a larger inspection completed annually before winter. The center has dedicated maintenance staff.

The center building has nearly doubled in sized; with some area dedicated to child care licensing component, resulting with an additional 42 person capacity in three rooms. The center is updated room themes for the entire center to keep consistency with the addition.

The center staff were observed to consistently be engaged and responding the children. The center provides care for children with higher level, more complex or medical fragility needs. The staff were observed to provide structure in the room worked well together.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

*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.