Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Bridge to Beginnings: A Child's Place Preschool **Enrollment:** 180 **License ID:** 51015

Street: 610 Maiden Lane **City:** Muscatine **IA** **Zip Code:** 52761 **County:** Muscatine

Mailing Address: 610 Maiden Lane

Mailing City: Muscatine **IA** **Zip Code:** 52761

Director's Name: Mikelle Cooke **Center Phone Number:** 563-506-9068

On-Site Supervisors: N/A **E-Mail Address:** bridgetobeginnings@gmail.com

Date of Complaint: 10-24-2024 **Date of Visit:** 11-01-2024

[ ] 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:

-The children are corralled in a “hog type enclosure.”
-A two year old child was slapped in the face by a staff member. The mark was gone by lunch time. Parents were not informed.

-Staff are on their phone.
-The center is not in ratio.

-Infants are allowed to sleep in their car seat.

-Staff had to perform the Heimlich remover on a child due to choking hazards being served.

Licensing Rules Relevant to the Complaint:

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

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)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.

109.12(5)e The provider shall follow safe sleep practices recommended by AAP for infants under one year of age:Infants shall always be placed on their back for sleep.Infants shall be placed on a firm mattress with a tight fitted sheet that meets Consumer Product Safety Commission federal standards.Infants shall not be allowed to sleep on a bed, sofa, air mattress or other soft surface. No child will be allowed to sleep in any items not designed for sleeping but not limited to, an infant seat, car seat, swing, bouncy seat.No toys, soft objects, stuffed animals, pillows, bumper pads, blankets, or loose bedding shall be allowed in the sleeping area with the infant.No co-sleeping shall be allowed.Sleeping infants shall be actively observed by sight and sound.If an alternate sleeping position is needed, a signed physician or physician assistant authorization with statement of medical reason is required.

Inspection Findings:

This worker and CCNC Toni Krana arrived at the child care center. The following is based upon a face-to-face interviews with the director/on-site supervisor and staff. Review of administrative items, review of video footage and observations while on-site.

109.12(2)b. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training. VIOLATED.
-The children are corralled in a “hog type enclosure.” All staff reported that the dog coral is only used to block the children access to the cots.
-The staff that allegedly slapped the child across the face was not at the center the day of the allegation.
-This worker and Toni did observe another staff on video utilize inappropriate discipline. The director shared that she would be terminating this employee. The employee:
-8:59 a staff grabbed a child by one arm, yanked the child up and tossed the child under their arm. Staff then put the child on the counter roughly.
-9:20 the same staff grabbed a child by the bicep.
-9:25 the same staff pushed a table about one foot into a child.
-11:29 the same staff yanked a child by their arm and pushed them down

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. NOT VIOLATED.
-The staff was not there the date of the allegation; therefore a report would not have been written.

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.
-One staff did not know how many children were in their care.
-Staff were observed on their cell phones.
-Staff do not sit at the table with the children while eating to provide careful supervision.
-A one year old child choked on a veggie straw. Staff had to perform the Heimlich removed. Parents were notified. Veggie Straws are also not credible per CACFP.

109.8(2) Ratio maintained in center as required by age. VIOLATED.
-On the date of my visit the center was in ratio.
-A staff member shared that they are concerned about ratio. The two year old room had 13 children to 1 staff.
-A staff member shared that in the am they are frequently out of ratio. On one occasion one staff had 13 children (one year old to three year old). On another occasion two staff had twenty children (one to 3 year old).

109.12(5)e. The provider shall follow safe sleep practices recommended by AAP for infants under one year of age: Infants shall not be allowed to sleep on a bed, sofa, air mattress or other soft surface. No child will be allowed to sleep in any items not designed for sleeping but not limited to, an infant seat, car seat, swing, bouncy seat. NOT VIOLATED.
-Staff shared that safe sleep practices are always followed.

Special Notes and Action Required:

-The director must review the center's policy on discipline with all staff.
-The director must complete random room drop ins to ensure that staff know how many are in their care.

-The center is strongly encouraged to utilize the visual card method: https://www.youtube.com/watch?v=YTV32cYdZqk&t=136s
-The director, on-site and staff must read: https://headstart.gov/sites/default/files/pdf/active-supervision.pdf?redirect=eclkc
-The director, on-site supervisor and staff must provide careful supervision.
-Ratio must be maintained at all times. Staff must be reminded that if theya re out of ratio they must notify upper management.

Consultant's Signature:

Heidi Brown

Date:

01-14-2025