Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Cadence Academy Preschool - Urbandale **Enrollment:** 80 **License ID:** 27551

Street: 3054 NW 86th St **City:** Urbandale **IA** **Zip Code:** 50322 **County:** Polk

Mailing Address: 8800 N Gainey Center Dr Ste300Attn: Accounts Receivable

Mailing City: Scottsdale **IA** **Zip Code:** 85258

Director's Name: Theresa Anderson **Center Phone Number:** 515-270-1426

On-Site Supervisors: Alicia Pardekooper **E-Mail Address:** director.urbandale@cadence-academy.com

Date of Complaint: 04-03-2024 **Date of Visit:** 05-13-2024

[ ] 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:

It is alleged that staff person with Cadence Academy-Urbandale Kylie Culp did not provide appropriate supervision for a child (age 4). It is further alleged that the child ingested hand sanitizer to the point of intoxication and was vomiting and showing signs of lower coherence.

The following are licensing standards Cadence Academy-Urbandale is alleged to be out of compliace:

109.10(16)a
Staff shall provide careful supervision.

109.10(8)
Children's hand washing: Center shall ensure staff assist children in personal hygiene. For each infant or child with a disability, a separate cloth for washing and one for rinsing may be used in place of running water. Children's hands shall be washed:

Immediately before eating or participating in food service activity.
After using the restroom or being diapered.

109.11(3)a
Center shall ensure that:

Facility and premises are sanitary, safe, and hazard free.
Sufficient bathroom and diapering facilities.

Licensing Rules Relevant to the Complaint:

109.10(8) Children's hand washing: Center shall ensure staff assist children in personal hygiene. For each infant or child with a disability, a separate cloth for washing and one for rinsing may be used in place of running water. Children's hands shall be washed:<ol type="a">Immediately before eating or participating in food service activity.After using the restroom or being diapered.After handling animals.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Adequate indoor and outdoor space is provided. The outdoor area shall include safe play equipment and area of shade. Sufficient space provided for dining. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. sufficient cooling. Sufficient bathroom and diapering facilities. Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.

109.11(4) Restroom facilities:One toilet and sink for each 15 children over two years of age, in room with ventilation.Built after 11/1/95 – at least one sink in same area as toilet.Adequate training seats or chairs for children under two years if used in lieu of plumbed toilet.

Inspection Findings:

4/3/24--I received information from Jennifer Vallegas, Regional Director with Cadence Academy, that a child (age 4) in the universal pre-school room (UPK) had ingested an unknown amount of hand sanitizer that was in the room as an alternative to a sink that was in need of repair. Further information indicated that the hand sanitizer is 70% alcohol. Jennifer indicated there is video in the room where this occurred, she would send a copy of this video. Jennifer believed the child had accessed the hand sanitizer then licked his hands/sleeves to ingest the substance. We agreed that the hand sanitizer would be removed and Jennifer confirmed hand sanitizer had been removed from the entire center and the children are able to use soap and water from a nearby sink.

4/4/24--I spoke with CPW Dalton regarding this joint assessment/complaint.

Jennifer Vallegas (regional director Cadence Acad) indicated she had mailed a copy of the footage of this incident. Jennifer shared the teacher involved (Kylie Culp-Adam) is no longer working at the center due to subpar supervision. Additionally some corrective actions were taken:

"I [Jennifer Villegas, Cadence Acad Reg Director] will be issuing a verbal corrective action with the Director, Theresa. This corrective action is being given due to lack of intentional communication. When providing the hand sanitizer, it should've been discussed to ensure monitored use and to keep out of reach of children.

All hand sanitizer in the building has been disposed of and will no longer be kept on hand as a supply as to avoid the situation altogether. The classroom will utilize the sink next door through the jack and jill bathroom until the new sink is properly installed, which should hopefully be completed by end of next week. There will be a staff meeting on Tuesday April 9th to review safety and supervision policies with all staff currently employed, with a signed off understanding placed in their staff file."

4/5/24--CPW Dalton indicated she had been to the child care center unannounced and met with the director. CPW Dalton toured the center.

4/9/24--My office was in receipt of an envelope from Jennifer V however this envelop was ripped in transit and did not contain the requested footage. Jennifer was contacted, she will send another copy of the footage certified mail.

4/11/24--CPW Dalton indicated that due to the nature of concerns, Law Enforcement had been notified.

4/23/24--The footage of this incident arrived and I reviewed it. The footage clearly depicts the child subject accessing a large, possibly 1+ gallon container of hand sanitizer located on the sink outside the restroom in the UPK room. Several children access the hand sanitizer however the child of interest accessed at least two pumps x33 instances in about 90 minutes of footage. The staff (Kylie C) is observed to be directly present at times and other times, the child accesses the hand sanitizer while Kylie is facing away. Kylie does have some sort of wipes in the room however the brand of the wipes is not able to be seen. It should be noted at the day progressed; the child subject was notably less coordinated, closer to others in the room (which he was not doing prior to ingesting hand sanitizer) and vomited around 11:30 AM, when Kylie calls for assistance. During this day, the video also contains information such that the children were not redirected to wash their hands after using the restroom, or prior to eating as required.

I spoke with CPW Dalton who had interviewed Kylie Culp, staff in charge when this incident occurred.

CPW Dalton shared that Kylie indicated she works 7 AM to 3 PM and that Kylie stated she did not like to work in the UPK room "because the sink was broken and having to use hand sanitizer" Kylie indicated that she works usually in the infant room. Kylie indicated requesting wipes be brought to the room. Kylie denied knowing how many times the child accessed the hand sanitizer and believed it "normal" that the child sucked on his shirt. Kylie did not share with CPW Dalton any observations of the child's behavior changing when this incident occurred. Kylie did acknowledge noticing that the child vomited and then called for assistance.

CPW Dalton shared medical testing on the child when this occurred indicated a blood alcohol level exceeding the legal cutoff for an adult to be considered too intoxicated to drive.

4/30/24--notification the CPS assessment was concluded and FOUNDED, with a preponderance of evidence Kylie failure to provide supervision that a reason and prudent person should.
5/14/24-I visited the center unannounced; I observed that the sink was repaired and in working order. The children in the room were attended and no observation that hand sanitizer was in the center nor this UPK room. I spoke with the Director to review the findings and outcome of this complaint. Amy, CCNC informed me that she had also been to the center on this date.

The center is found to be in violation for 109.10(16)a: The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. On 4/2/24, staff in the Universal Pre-K Room, Kylie Culp, was present and failed to stop a child (age 4) from accessing hand sanitizer over 33/more times in the span of 75 minutes, which he was ingesting by licking his hands and sleeves. There is video footage of these instances; the child (age 4) is observed to have difficulty balancing, walking and vomited in the classroom as a result. There was not sufficient staff intervention. Staff failed to provide close supervision.

This center is found to be in violation of 109.10(8): Children’s hand washing: Center shall ensure staff assist children in personal hygiene. For each infant or child with a disability, a separate cloth for washing and one for rinsing may be used in place of running water. Children’s hands shall be washed: Immediately before eating or participating in food service activity. After using the restroom or being diapered. Staff failed to redirect the children to use proper hygiene prior to eating and after using the restroom.

This center is found to be in violation109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free.
Sufficient bathroom and diapering facilities. The sink was out of order for several weeks without repair. There was a nearby sink that was not utilized, instead hand sanitizer was utilized. The use of hand sanitizer is to be one of last resort, and should not be used out of convenience.

Special Notes and Action Required:

The center has removed hand sanitizer from the premises.

The center has ensured the sink was repaired and is in working order.

The staff involved is no longer working at this center.

The administration issued verbal reprimands and the staff at the center was provided additional training on hygiene and hazards.

The childcare nurse consultant was referred to the center to offer assistance with additional training/information.

No further actions required at this time.

Consultant's Signature:

Maggie Gibson, SWIV
Childcare licensing
Consultant

Date:

05-12-2024