Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: New Horizon Academy - Pella **Enrollment:** 120 **License ID:** 51267

Street: 308 SE 9th ST STE 100 **City:** Pella **IA** **Zip Code:** 50219 **County:** Marion

Mailing Address: 3405 Annapolis LN N STE 100

Mailing City: Plymouth **IA** **Zip Code:** 55447

Director's Name: Becky Iddings **Center Phone Number:** 641-316-7002

On-Site Supervisors: Lisa Finlow **E-Mail Address:** 3004@nhacademy.net

Date of Complaint: 07-12-2024 **Date of Visit:** 07-12-2024

[ ] Scheduled **[ ]** Unannounced **[X]** 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 daycare staff at New Horizon Academy allowed a 5-month-old to cry for an hour due to being hungry. Staff admitted they were out of ratio, and this is the reason they did not feed her. She went approximately 3.5 hours without a diaper change or bottle.

Licensing Rules Relevant to the Complaint:

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

109.9(4) Daily written records are maintained for each child under two years of age and include time periods slept, amount of/time food consumed, time/irregularities of elimination patterns, general disposition, and general summary of activities.

109.15(3)a Children under 12 months fed on demand, unless other written instructions from parent.Infant CACFP menu patterns followed and appropriate to the infant's nutritional requirements and eating abilities.Menu patterns modified only upon written instruction of parent, physician, or health care provider.Special formulas given to child with feeding problem if prescribed by physician.

Inspection Findings:

The determination of this report was based on reports from mother of the child, documentation from ProCare, staff training review, staff scheduling and statements from the Director.

On 7/12/24 mother of the child reported that the day before she picked up her infant from care. She stated, "They told me she'd been crying the last hour and that she was hungry. When asked why they didn't feed her, they said they were out of ratio. When asked why they didn't call others to bring a bottle or help, they just went silent. Mother then went into another room and saw the infant had a wet diaper and she was last changed and fed at 1:35pm. Mom picked up at 5pm. Mom then made a bottle and changed her. She spoke to Becky/director, and she brushed it off as if it didn't matter. The infant just began there a month ago. Reporter worked there for 3yrs earlier. They always had an issue with ratios, not really caring, etc. DHS and corporate has been called in the past."

HHS spoke with the Director at 11:05 a.m. on 7/12/24. She indicated the child was supposed to have a bottle at 4:30 and was picked up at 4:50. The child was usually picked up at 4:15. Staff did not feed the child anticipating the child would be picked up at the usual time (4:15). She stated staff did change a diaper at 3 pm. but did not note it in Procare. The Director sent HHS documentation indicating the center was in ratio. Director Iddings indicated staff are given covered breaks so that ratio is met and maintained at all times. The two staff supervising the infant in the afternoon are new. Haley started employment at the center on 5/24/24. Miah started on 6/3/24. Both have been through center orientation and corporate orientation. Miah has completed Essentials training per the Director and Haley is working on completion of hers. They have 90 days from start of employment to complete this training.

When HHS spoke with mother at 12:00 pm on 7/12/24 she indicated the center was in ratio having 6 or 7 children with 2 staff. Mother of the child also sent me a screen shot of Procare confirming the last documentation regarding the child was that she was changed at 1:33 p.m., then fed at 1:36 p.m. and then took a nap.

Both the mother and the Director verified the infant was to be fed every three hours per parent request. Staff indicated they did conduct a diaper change at 3 p.m. but did not log the activity into the app. A three-p.m. diaper change did not get recorded. This was verified by a screen shot of Procare for the afternoon.

The Director stated around 3 p.m. on 7/12/24, "I did talk to mother today to let her know what changes and corrections staff are making and that they realize the importance of documenting the daily care."

1. 109.9(4) Daily written records are maintained for each child under two years of age and include time periods slept, amount of/time food consumed, time/irregularities of elimination patterns, general disposition, and general summary of activities. Staff indicated they did conduct a diaper change at 3 p.m. but did not log the activity into the app. A three-p.m. diaper change did not get recorded. VIOLATION

2. 109.15(3)a Children under 12 months fed on demand, unless other written instructions from parent. The infant has a feeding schedule, (to be fed every three hours). She was fed at 1:35 p.m.. The child was picked up at 4:50 pm. without being fed on schedule. VIOLATION

3. 109.8(2) Ratio maintained in center as required by age. The Director sent Procare documentation indicating the number of children in the room as well as two staff being in the room in the afternoon. According to these records the center was in ratio. When HHS spoke with mother at 12:00 pm she indicated the center was in ratio having 6 or 7 children with 2 staff. NO VIOLATION

Special Notes and Action Required:

The Director has spoken with staff about diapering and feeding routines. A technical referral was made to CCR&R to assist the center with further consultation.

Consultant's Signature:

Jill Seibert

Date:

07-12-2024