Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Mahaska YMCA After School Program **Enrollment:** 50 **License ID:** 25021

Street: 1801 Orchard Ave **City:** Oskaloosa **IA** **Zip Code:** 52577 **County:** Mahaska

Mailing Address: 1521 Green ST

Mailing City: Oskaloosa **IA** **Zip Code:** 52577

Director's Name: Meagan Hugen **Center Phone Number:** 641-676-7700

On-Site Supervisors: Kendra Sage **E-Mail Address:** meagan.mccartie@mahaskaymca.org

Date of Complaint: 03-05-2024 **Date of Visit:** 03-21-2024

[ ] 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:

Staff with the YMCA After school program yell at a child (age 6) and are not always supervising him when he is playing outside. No information that he has been injured or his needs have not been met.

Licensing Rules Relevant to the Complaint:

109.6(1) Centers with multiple sites have a qualified director or on-site supervisor at all sites. Information on the director's qualifications is submitted to consultant prior to employment and is sufficient to make a determination. Center director meets qualifications or is "qualifiable" with a plan established to meet qualifications.

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

Inspection Findings:

The determination of this report was based on an unannounced visit, statements from parents of children in the program and observation of documentation, schedules and practices.

Two staff were terminated for insubordination on 3/5/24. The Director suspects these staff of making the report.

I contacted Heather T. mother of two children that attend the program. She stated she her six year old indicated Kelsey won't leave him alone and is mean to him and has gotten in the nine year old child's face.

I contacted Kendra, a parent and school staff. Kendra stated her child only attends sporadically and she has not been sending her son to the program . She indicated when she had issues it was over 3 months ago and there is a new Director. Kendra stated she works at the school and sees the after care program everyday. She indicated staff are not really observing the children after school when they are outdoors. She indicated staff are often talking in a group instead of supervising.

I spoke with Danyell W. mother of one of the children attending the program. She has observed children being supervised by staff on their phones. She stated a couple of weeks ago, she called to pick her son up. He was crying as Kendra yelled at him not to get in the closet. Other staff had allowed this.

Maiah, another parent stated she often sees children outdoors and staff are huddled up talking instead of posted on corners of the play area.

I made an unannounced visit to the program on 3/21/24. The program breaks the children up into groups and have specifically assigned staff. Staff conduct face to name checks. However during the visit children went to the restroom with other children. If multiple children are in the restroom simultaneously staff should be standing in the doorway to the restroom. I observed children in another area of the program behind partitions and unsupervised by their assigned staff. It is difficult for staff to supervise outdoors since the area is so large. One staff was taking phone calls and tracking when children arrived and left. If another staff left the gym to take children up front to parents this leaves the staff taking phone calls to supervise that staff's group. Staff are unable to physically retrieve children from the outdoor play area and walk them to their parents vehicle as the play area is very large. Staff do yell at children to get their attention because the area is so large children are not near staff when parents arrive. Parents pulled up to the outdoor play area and children ran to the vehicle without telling staff. Staff report the program schedule and no consistent Director makes supervision challenging.

1. 109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. Staff were not able to provide active supervision inside or outside due to the disorganization of the program schedule. Children were in the restroom together with no supervision. They were behind partitions with assigned staff not aware of their assigned child's whereabouts. Children ran to vehicles outdoors without telling staff. Staff indicated some parents refuse to let the program know when they are arriving to pick children up. They indicated there have been times they were unaware of child whereabouts due to a chaotic environment. VIOLATION

2. 109.6(1) Centers with multiple sites have a qualified director or on-site supervisor at all sites. Information on the director’s qualifications is submitted to consultant prior to employment and is sufficient to make a determination. Center director meets qualifications or is “qualifiable” with a plan established to meet qualifications.
On-Site Supervisor
109.6(2) Director or on-site supervisor on-site during the hours of operation or a minimum of six hours of center’s hours of operation. Information on on-site supervisor’s qualifications is submitted to the consultant prior to employment and is sufficient to make a determination. On-site supervisor meets qualifications or is “qualifiable” with a plan established to meet qualifications. Neither an OSS or Director were present the date of the visit. The OSS had been gone approximately 3 weeks and will not return until April. The program Director oversees the childcare operation and is not able to be present daily due to responsibilities at the main childcare site. The day of the visit the program Director was at the main site and was unable to leave due to staffing issues at the main childcare site. VIOLATION

Special Notes and Action Required:

The program should reach out to CCR&R and ask for guidance. It is recommended a full time Director be hired to ensure program supervision improves and schedules put in place. Staff are not able to safely supervise children with the current schedule/routine. Karen Lauer (Child Care Resource and Referral) visited with Director Hugen on 3/22/24. Until a Director or On Site Supervisor is appointed it is recommended the program decrease capacity. A schedule should be implemented for each supervision group. Staff should know what time parents are picking children up. An extra staff is necessary to deliver children to parents since parents are not allowed into the school building.

Consultant's Signature:

Jill Seibert

Date:

03-25-2024