

CHILD CARE CENTER COMPLAINT

Name of Center: Kountry Kids Child Care	Enrollment: 100	License ID: 50778
Street: 200 12th Street	City: Harlan	IA Zip Code: 51537
County: Shelby		
Mailing Address: 200 12th Street		
Mailing City: Harlan	IA Zip Code: 51537	
Director's Name: Mindy Gordon	Center Phone Number: 712-235-2411	
On-Site Supervisors:	E-Mail Address: kountrykids@fmctc.com	

Date of Complaint: 05-20-2024**Date of Visit:** 06-14-2024☐ Scheduled ☐ Unannounced ☒ NA☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found**RECOMMENDATION FOR LICENSE**☒ 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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

It is alleged that on 5-20-24, an unknown staff from Kountry Kids Daycare was not adequately supervising an unknown child (approximately 5 years old) and the child exited the daycare center without supervision for an unknown amount of time. Denial of Critical Care, Failure to Provide Adequate Supervision is alleged. Reporter watched a woman come out of the building with two kids. One of the kids got in a car with the woman and left. The other child was stopping by the building and looking in windows and doors. The child was outside for 2-3 minutes that the reporter saw. Reporter is unclear how or if the child got back inside but didn't see the child later. Concerns for the supervision of this child.

Licensing Rules Relevant to the Complaint:

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.

Inspection Findings:

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Department of Health and Human Service worker Megan Preston was involved with this complaint. The identity of the child was determined on 6-13-2024 through video footage. The child is five years and is the granddaughter of a staff that works at Kountry Kids Child Care. The child was in their program room and asked a staff if they could go see their grandmother. The staff allowed the child to leave the room to go see their grandmother, the staff reported they saw the child walk out the door and to the main door but did not see if she went inside, the staff said a few minutes later she saw the child outside by the window and let the child back inside. The staff expressed her understanding of the importance of keeping close eyes on children she is providing care for.

I talked with the informant about the incident and they are a mandatory reporter, I encouraged the informant if in the future they see a child alone outside a child care center they should escort the child back in the building and take the child to a staff person.

I reviewed the complaint with Mindy Gordon, the director of Kountry Kids Child Care. Mindy was aware of the situation. We reviewed staff supervision of all children at all times and not to allow children to leave their program rooms unsupervised to go to other areas of the center as they are likely to wander and may leave the building without being noticed. Mindy said she has talked with staff about the importance of supervision at all times, and that staff need to escort children throughout the building.

Special Notes and Action Required:

Non-compliance with regulations found.

A staff person allowed a five year old child to leave the room to go see their grandmother who works in the child care center, the staff reported they saw the child walk out the door and to the main door but did not see if she went inside, the staff said a few minutes later she saw the child outside by the window and let the child back inside.

Please train all staff on supervision of all children at all times and that staff must escort children to areas of the building as necessary.

Consultant's Signature:

Kathy DeGeorge-Evans

Date:

12-19-2024