Iowa Department of Human Services
CHILD CARE CENTER COMPLAINT

Name of Center: Traditions Children's Center		**Enrollment:** 160	**License ID:** 4177000048
Street: 5783 Vista Drive	**City:** West Des Moines IA	**Zip Code:** 50266	**County:** Polk
Mailing Address: 5783 Vista Drive			
Mailing City: West Des Moines	IA **Zip Code:** 50266		
Director's Name: Nicole Zahn		**Center Phone Number:** 515-223-6161	
On-Site Supervisors: Megan Waldron		**E-Mail Address:** director@traditions1.com	

Date of Complaint: 9/25/2013 **Date of Visit:** 10/1/2013

[ ] Scheduled [X] Unannounced [ ] NA

[ ] Non-Compliance with Regulations Found [X] Compliance with Regulations Found [ ] NA

RECOMMENDATION FOR LICENSE

[X] **NO CHANGES to licensing status recommended**

[ ] **PROVISIONAL license from to**

[ ] **SUSPENSION of License**

[ ] **REVOCATION of License**

Summary of Complaint:
On 9/25/13, it was reported that on 9/13/13, a 10 and a half month year old child did not receive a bottle the entire day.

Licensing Rules Relevant to the Complaint:
109.15(3)a Children under 12 months fed on demand, unless other written instructions from parent.

Inspection Findings:
A phone call was made to the person making the complaint on 9/25/13 after the complaint was received on this day. The person stated that on 9/13/13, her child did not get a bottle the entire day. This person stated that she pre-makes the bottles at home and then brings them to the center. In a follow-up conversation from 9/27/13, this person stated that she receives daily sheets every day for her child, but that she no longer had the daily sheets from 9/13/13.

A phone call was made to the center on 9/30/13. This consultant spoke with Nicole Zahn, the director. Nicole stated that they did not keep copies of daily sheets as these are given to the parents. Nicole stated she was aware of this particular situation on 9/13/13 and had spoken to staff in that classroom after the incident was brought to her attention and again today about the incident Nicole stated that the child (again 10 and a half months old) also eats table food. Nicole stated the child was not hungry and did not want her bottles on 9/13/13 and this was observed first-hand by Nicole on 9/16/13. Nicole stated that on 9/16/13, the child did not fully take her bottles because of eating the table food. This consultant questioned if this information would be listed on the daily sheets about food consumed as required and Nicole stated this information would have been provided to the parent.

Per the person making the complaint, the child was pulled from the center shortly after this incident on 9/13/13.

On 10/1/13, this consultant made an unannounced visit to the center. This consultant interviewed staff members GH and NJ separately. Both staff members stated that children are fed on demand, but if a child does not want their bottle, table food, or baby food, they are not forced to eat. Both staff members stated that the child does eat table food and has a good appetite, but because of eating the table food, the child was not taking a bottle at all or not drinking much from a bottle at all. Both staff members stated that the child would drink from a sippy cup that had formula in it better than what the child drank from a bottle.

Because there is not a record of this specific daily sheet from 9/13/13, no further action is being taken in regards to this complaint. The person making the complaint is insistent that the child was not offered her bottles and the center is stating the child was offered her bottles, but was not taking them. This consultant reiterated to Nicole to ensure that all information regards to eating, sleeping, general disposition, activities, etc. is recorded on the daily sheets. It appears from talking to staff at the center, the center is following licensing requirements at this time in regards to infants being fed on demand and not force-feeding infants if they are not hungry.

Special Notes and Action Required:
No further action is being taken in regards to this complaint.

Consultant's Signature:

Date:
10/01/2013