

another staff in the room who expressed no real concerns at the time. Jessica stated she felt that this staff would tell her if there were concerns. Jessica stated she had also increased her observations of the room especially at more difficult times of the day, and she did not observe anything of concern. Jessica stated she also talked with staff Anna about the reported concerns, and Anna did not express feeling stressed, etc. Jessica did not have documentation of any of this.

Jessica stated she was aware that there had been a history of problems between two of the staff in the room when they both worked at a center together previous to this center.

Both other staff who were present at the center on the day of this visit were interviewed. Both expressed witnessing concerns at least at one point with staff Anna. Concerns ranged from verbal statements made by Anna indicating that she was irritated or frustrated to observing Anna holding the children aggressively or to "sensing" Anna's frustration by facial expressions. Staff indicated at one point not feeling comfortable leaving Anna in the room alone with the children and indicated concerns were discussed with the center director, Jessica. The staff also indicated they have worked together to support one another or to provide guidance to Anna when necessary. Both denied ever seeing any injuries to a child relative to this complaint. The staff indicated no concerns with how they get along with each other in the room. There were no concerns indicated for either Alicia's or Shawna's interactions with the children. The staff indicated it had been at least a "couple of weeks" since they had seen anything concerning.

The center was visited again on 3/2/15 for the licensing visit at which time, staff Anna was spoken to regarding the reported concerns. Anna stated she had been at the center since October 2014. She stated she primarily worked in the nursery with Alicia and Shawna. She denied ever feeling frustrated with the infants. She denied ever roughly handling an infant. She described herself as "not a smiley type person" but that her facial expression did not indicate that she was frustrated. She stated she felt like she worked well with Alicia and Shawna. She stated she did not recall anyone speaking to her at any time regarding concerns that she was frustrated. She stated she did have some problems with Shawna at another child care center where they worked together but states she put that aside when they worked together here. She stated she has since been moved to the toddler room at this center and that she is very happy with the move.

Jessica stated she did move Anna to the toddler room but did not discuss this with her as a result of the reported concerns. She stated this was more a move done to spread the lead staff amongst the rooms in a better fashion.

Special Notes and Action Required:

At this time there is not definitive information to suggest that there have been any licensing violations related to this complaint. Concerns were noted with the director regarding the statements made that conversations did occur with Anna and other staff as well as Jessica for which Anna denies. The director will want to consider documenting such conversations involving concerns and actions taken by the center in the future. There are no further actions required of the center relative to this report at this time.

Heidi Hungate, MSW
DHS Child Care Licensing Consultant

Consultant's Signature:



Date:

02/19/2015