

the child's mother did talk to her in December sometime about concerns but had not mentioned anything since then.

Rhiannon stated there had been concerns in the transition room which led her to begin the Head Start agency's defined process to handle such concerns. Rhiannon stated an education specialist from the Head Start office was brought in to observe the room was put on a crisis plan involving ITERS evaluation and coaching for the staff in the room at the time. Rhiannon stated the two staff in the room at the time no longer work for Head Start. Rhiannon stated the two staff who now work in the transition room are Jolene and Anne Marie, and Rhiannon feels that the functioning of that room has drastically improved. It was noted that Jolene has been at the center for over seven years. It was not indicated how long Anne Marie has worked at the center.

Rhiannon described that though the child did start in the toddler room as of 1/27/15, there were occasions where the child was bumped back to the transition room if staffing required this since this child would have been the youngest child in the toddler room. The center has face to name sheets that track some of this, but the system they use does not document exactly where the child would have been at all times. Rhiannon stated that documentation indicated that the child was in the transition room (with staff Jolene and Anne Marie) on 1/23/15.

Rhiannon stated the staff in the toddler room is Angela. Rhiannon stated Angela has been with the center for five years. The other staff in this room is a substitute staff since the center is under staffed at the present time. Rhiannon stated that staff Angela is not at the center today. Rhiannon stated she has not really observed Angela working with the child but stated that Angela had already mentioned to Rhiannon several positives about this particular child since recently moving to the Angela's room. Rhiannon stated she has known of no issues in the toddler room.

Rhiannon stated that diapers are changed after breakfast, after lunch, and after nap and then other times as needed. Rhiannon showed copies of the daily sheets for the child which document diaper changes that appear appropriate. Rhiannon stated she was not aware of this child ever having a diaper ointment at the center. She checked the child's file and found no medication authorizations at all this school year. The medication box was checked and nothing was present. Rhiannon noted that there are times that the mother has come to pick the child up right from nap (documented per daily sheets and sign out sheets) so in these cases there may have been times with a wet or dirty diaper.

Staff Jolene and Anne Marie were spoken to individually. Neither indicated anything knowledge of anything of concern. Both stated this child does not have behavioral concerns, and neither knew of any diapering issues. The staff stated most of the time this child is changed from a standing position unless the child comes with footie pajamas on (which they did indicate that the child frequently comes with footie pajamas on). For these times the diaper station would be used. Both denied ever seeing any marks or injuries on the child. The staff indicated the child is fair skinned. The child is described as a bigger, solid child.

DHS Cronkleton spoke with staff Angela on 2/4/15. DHS Cronkleton stated that what Angela indicated was similar to what the other staff stated. DHS Cronkleton stated that Angela was very adamant that there has been absolutely no biting incidences in the toddler room. DHS Cronkleton stated that Angela also spoke about always changing the child's diaper in the standing position unless the child had a bowel movement. DHS Cronkleton stated Angela denied ever seen any injuries to the child and noted that the child is a very easy going and happy child.

Special Notes and Action Required:

There is not specific information that indicates there has been any licensing violation related to this complaint at this time. Information provided in the complaint appears inconsistent, and information provided by the staff at the center indicates nothing of significant concern as related to what is being reported in the complaint. There is no further action required of the center at this time.

Heidi Hungate, MSW
DHS Child Care Licensing Consultant

Consultant's Signature:

Date:
02/19/2015

