



**Inspection Findings:**

An unannounced visit was conducted to KinderCare Learning Center on 3/28/2014. Present was director Laura Cook and several staff. The following is based upon a face-to-face interview with Ms. Cook, a face-to-face interview with staff BobbiRae B, a face-to-face interview with staff Terrene F, a face-to-face interview with staff Jennifer R, a face-to-face interview with staff Cathy H, an interview with the complainant, and a review of written paperwork items:

Rule 109.10(10) was violated.

BobbiRae reported being in the preschool room on 3/25/2014. BobbiRae talked about how she observed a child place one hand on a shelf while placing his/her other hand on a nearby shelf and attempt to lift his/her legs. BobbiRae reported the child fell. BobbiRae reported she did not see what the child hit when he/she fell as the shelves were in the way. BobbiRae reported that she did see the child's lip was bleeding that his chin had obviously been bumped. BobbiRae talked about how the child told her he/she fell and hit his/her chin on the shelf. BobbiRae talked about how the child did cry, that he/she did receive minor first-aid (including comfort), and that the child acted like his/her normal self the rest of the day. BobbiRae reported the child ate lunch, did not complain of being dizzy, did not have any complaints about pain, and did not throw up. Cathy H reported delivering breakfast to the preschool room at the time of the incident around 8:00am. Cathy H reported observing the child crying and that his/her lip was bleeding. Cathy H talked about how she got an ice pack from the kitchen for the child. Jennifer R reported she was "passing" through the room at the time of the incident. Jennifer R talked about how the child slipped on some shelves he/she had attempted climb. Jennifer R reported the child did have a bruised chin and his/her lip was bleeding. Jennifer R discussed how the child was crying, received some minor first-aid, and then acted like his/her normal self the rest of the day. Jennifer R stated she asked the child what he/she hit his/her chin on and the said the shelf. Terrene F reported she arrived on-site around 8:15am on 3/25/2014. Terrene F talked about how she saw did not see the incident. Terrene F reported she observed the child crying and that his/her lip was bleeding. Terrene F reported she comforted the child and asked the child what happened. Terrene F reported the child told her he/she hit his/her chin on the shelf. Terrene F talked about how the child has a large bruise on his/her chin. Terrene F reported once the child calmed down, he/she acted fine the rest of the day.

Ms. Cook denied being at the center at the time of the incident. Ms. Cook reported she was informed of what happened when she arrived. Ms. Cook stated she went and looked at the child. Ms. Cook stated the child had a bruise on his chin but was acting like his/her normal self. Ms. Cook stated the child told her he/she fell on the shelves and bumped his/her chin. Ms. Cook reported the child ate lunch, did not complain throughout the day of any pain, and played well. Ms. Cook denied that the parents were called about the incident after it happened. Ms. Cook reported the parents were notified at pick-up.

A copy of an incident reported (regarding this incident) dated 3/25/2014 was reviewed. The incident reported was signed by staff and the parent on 3/25/2014. Ms. Cook reported the child's parent came to the daycare the following day stating the child was complaining his/her head hurt and was acting strange after being picked up. Ms. Cook reported the child's parent reported taking him/her to emergency room around 7:00pm that evening where the child threw up and was diagnosed with a concussion.

**Special Notes and Action Required:**

Please review rule 109.10(10) with each staff including the definition of a serious injury and examples of a serious injury. When staff do not fully see what happened but observe a child to be bleeding and to have possibly suffered a fall, it would behoove staff to treat it as a serious injury by contacting the parents immediately rather than waiting until the end of the day. Within 30 days of receipt of this report, please forward a staff sign-off sheet documenting that each staff received additional training/discussion on this rule. You may scan/email, fax, or mail the sign-off sheet to licensing. Also, please forward an On-Site Supervisor Qualification Form for the staff who is identifying herself as an on-site supervisor.

If you feel something is unclear or unjustly cited, please contact me (phone 319-892-6827; email alyons@dhs.state.ia.us <mailto:alyons@dhs.state.ia.us>) so that we may discuss the issue. If necessary, I can make a notation in your record. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report. If I have failed to provide for you any information discussed during my visit, please contact me and I will forward the information to you. Thank you.

**Consultant's Signature:**



**Date:**

03/28/2014