

**Iowa Department of Human Services  
CHILD CARE CENTER COMPLAINT**

<b>Name of Center:</b> Heartland Child Development Center	<b>Enrollment:</b> 69	<b>License ID:</b> 4178000033
<b>Street:</b> 710 First Avenue	<b>City:</b> Council Bluffs	<b>IA Zip Code:</b> 51501
<b>Mailing Address:</b> 710 First Avenue		
<b>Mailing City:</b> Council Bluffs	<b>IA Zip Code:</b> 51501	<b>County:</b> Pottawattamie
<b>Director's Name:</b> Merilee Mescher and Tonya Jensen	<b>Center Phone Number:</b> 712-256-1877	
<b>On-Site Supervisors:</b> na	<b>E-Mail Address:</b> heartland@jencode.com	

**Date of Complaint:** 12/16/2014

**Date of Visit:** 12/19/2014

Scheduled       Unannounced       NA

Non-Compliance with Regulations Found       Compliance with Regulations Found       NA

**RECOMMENDATION FOR LICENSE**

**NO CHANGES to licensing status recommended**

**PROVISIONAL license from** \_\_\_\_\_ **to** \_\_\_\_\_

**SUSPENSION of License**

**REVOCATION of License**

**Summary of Complaint:**

It is alleged that the staff at Heartland Child Development Center in Council Bluffs do not properly supervise the children in their care. Since September 2014 there have been three occasions when JT has been harmed by the same peer. In September JT has received a small scratch, and in October the same child tried to push JT off a tire swing and an adult that was not a day care staff intervened. This incident was during a field trip in September 2014 to an apple orchard, The child in question grandmother accompanied her grandchild on the field trip and stated that another child tried to push her grandchild off a tire swing and she intervened. And on 12-16-14 JT had a long scratch down the side of the face.

The informant texted me a picture of the child with the scratch down the side of the face on 12-18-14. The informant felt that JT was being repeatedly attacked by the same child and that the child care staff are not supervising. Informant stated an incident report was completed stating that the child was hit by another child with a block and the informant doesn't think the scratch could have happened by getting hit with a block. Informant stated he tried to talk with child care staff about the situation and there was no resolution and the child no longer attends the child care center.

Denial of critical care, failure to provide adequate supervision is alleged.

**Licensing Rules Relevant to the Complaint:**

109.8(2)c Every child occupied program room has adult supervision in the room.

109.10(10) Written report is prepared by staff who observed incident and is provided to parent or person authorized to remove child.

**Inspection Findings:**

I made an unannounced visit to Heartland Child Development Center on 12-19-14 to discuss the complaint. I met with the directors Merilee Mescher and Tonya Jensen. They were aware of the complaint issue from 12-16-14. They reported that they didn't see what happened and that the child in question was crying and that the other children stated that another child hit the child in question with a block. They were aware of the child in question having a scratch in September, but were not sure it was the same child who caused the scratch. They were not aware of the second incident which happened on a field trip to the apple orchard in September 2014. The child in questions grandmother accompanied her grandchild on the field trip and stated that another child tried to push her

grandchild off a tire swing. Merilee and Tonya stated they were never made aware of this incident. Merilee and Tonya don't feel that the child in question was being attacked or targeted. Merilee stated she tried to talk to the father of the child in question and he was yelling at her.

Merilee completed an incident report stating the child was hit by another student with a block. I discussed incident report writing with Merilee and Tonya and recommended that they write specifically what happened. If they didn't actually see what happened they shouldn't write the report as if they saw what happened.

I am also recommending that supervision issues be clarified during field trips when a parent, grandparent or other person accompany a child on a field trip.

**Special Notes and Action Required:**

Review incident report writing with all staff. Although an incident report was written regarding the 12-16-14 the author of the incident report stated she didn't actually see what happened but wrote that the child was hit by another child with a block because that is what the other children in the area reported. Be specific with the details of the incident and if an injury occurs and the staff didn't see what happened they will need to speak to what happened and to what they did see.

Review supervision issues relating to field trips when a parent, grandparent or another person accompanies a child. I would recommend that you include this information in a note to the parents and in your handbook.

**Consultant's Signature:**

**Date:**

01/07/2015

