



asked if the child cried during diaper changes because the child was terrified of having his diaper changed at home. Ms. Heichel states she told the parents he did not cry. Ms. Heichel states the parents were “over the top” upset. She reports she was physically afraid of the father.

Ms. Heichel states the children then went to get their child from the room. They returned to the office and the mother was crying and holding the child on her shoulder saying, “MY baby. My baby”. The father told the mother to go to the car with the child and then he “lunged” toward her and slapped his hand on her desk. Ms. Heichel states his actions made her jump back. He then started talking about the concerns again. They were upset because the daily sheet showed that he was last changed at 2:30 pm. Ms. Heichel states they had just returned from the park and the staff members were in the process of changing all of the children’s diapers when the parents entered the room. The afternoon staff member, Megan, states the father was in her face yelling and screaming.

Ms. Heichel states this is the first she had heard of any concerns from the parents and she told them she wished they had talked to her sooner so they could have addressed their concerns. Ms. Heichel states she has parents come to her and ask for their children to be changed more often and they accommodate them. Ms. Heichel states they asked for the child to be changed every hour and she agreed they would do this.

Ms. Heichel states the child never returned to the center. The mother called her the next morning and said that the care was unacceptable and that everyone was lying to them.

Ms. Heichel states Nikki and Keri are the lead teachers in the two-year-old classrooms. She spoke with all of the staff members about the concerns. One staff member had seen the child a little red after a dirty diaper and no other staff members ever observed a diaper rash. No one has ever seen the child bleeding on his bottom. Ms. Heichel said the staff has always let her know about concerns or when parents should be contacted to bring diaper cream for the child. She reports that staff members stated they do change the children every two hours, but it takes a while to change ten children. They admitted they are not good at always marking the diaper changes on the daily sheets. She has spoken with all the staff members about the importance of doing this and being accurate with the times. Ms. Heichel states she has been checking on the daily sheets and staff members have improved. Ms. Heichel states they do not keep copies of the daily sheets; they are given to the parents.

I interviewed Nikki and Keri in the two-year-old room. Nikki states she saw a slight rash on the child’s bottom one time after changing a diaper in which the child had a bowel movement. She reports his bottom was not bleeding. Nikki states she put some thick diaper cream on his bottom. She reports the child did not cry.

Keri states she never saw the child with a diaper rash. She reports he was only in their room for a couple of weeks. Keri states she is off work every day by 2:20 pm. Nikki states she works on Monday and Thursday until noon and the other three days she works until 5:00 pm, but she does not do the afternoon diaper changes, the part time staff member does them. Nikki states they do typically ask parents if they want the child changed before they leave. Both staff members state it is their policy to change the children’s diapers every two hours.

**Special Notes and Action Required:**

109.12(5)b. Diapering, sanitation, and handwashing procedures posted and implemented in central diapering area. NOT VIOLATED. There is not enough evidence to indicate that the child received a diaper rash and was bleeding because his diaper was changed after 2 ½ hours on some occasions versus every two hours. One staff member reported seeing a rash on the child on one occasion. The other staff member denied ever seeing a diaper rash.

Ms. Heichel has spoken with staff members about the importance of accurately documenting the times when diaper changes occur. She has been checking the daily sheets and reports this has improved. The program may want to consider making copies of daily reporting sheets to keep for a period of time.

At this time, the status of the center’s license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

**Consultant's Signature:**

**Date:**

07/30/2014

