



### **Inspection Findings:**

On 04/09/14 at 7:50 am I made an unannounced visit to A to Z Learning Center & Day Care on Donald Street. I w A to Z Learning Center & Day Care on Donald Street. I went through the four rooms that were operating to count children and staff members. The infant room had five children with one staff member. I observed a sleeping infant in a car seat and the car seat was inside a crib. I informed the staff member this is not allowed and she reported she was busy, but usually removes the children right away. I informed her that car seats cannot be placed in cribs with sleeping children. The Alligator room was caring for one and two-year-old children. There were seven children and one staff member. The Jungle Friends room was caring for two and three-year-old children. There were eleven children and one staff member. Children were being moved out of the school-aged room to the preschool room when I arrived, so I do not know the ratio in that room. During this visit I observed three out of the four rooms to be out of ratio. Staff members informed me this was not the first time they have been out of ratio in the mornings

I briefly met with Meggan Kopsa, the on-site supervisor. She reported she came in at 7:30 am today because her teachers told her they were getting busy in the morning. She came in to work this out and she also brought another staff member in early. Ms. Kopsa states they enrolled fourteen new children this week and they are trying to adjust everyone. I informed Ms. Kopsa that a room may never be out of ratio and that I had been told this had been an on-going problem in the morning and from what I observed this morning I would believe that to be true. Ms. Kopsa states she was only informed about the problem yesterday and that is why she came in early today to deal with it. I informed Ms. Kopsa that I would let her go so she could be in ratio, but that I would be back later in the day to talk with her. I informed her that this was a major concern for me. Ms. Kopsa states they receive schedules from the parents, but parents do not follow them. I informed her that if they do not have the staff members to maintain ratios then they need to refuse to care for the children who show up unexpectedly because they may never be out of ratio.

On 04/09/14 at 1:50 pm I visited with Meggan Kopsa at A to Z Learning Center & Day Care on Donald Street. We discussed the concerns. Ms. Kopsa states she pulled each staff member in and told them they would be bringing in additional staff members to assist in the morning and asked them if they had any additional concerns. No one reported additional concerns. Ms. Kopsa states she has been working on a plan since I left so they will not be out of ratio again. Ms. Kopsa states she did not know they could turn children away if they were on the child care assistance program. I informed her they are a private business and they make their own rules. Parents have a responsibility to turn in their schedules and keep them. If they do not keep the schedule the center has no obligation to provide care and cannot provide care if they are going to be out of ratio. I again informed her that the center may never be out of ratio. Ms. Kopsa states she understands this and informed me she was only told it was a problem yesterday, which is why she came in early today. Ms. Kopsa state she would not knowingly allow rooms to be out of ratio and staff members need to report this right away. All staff members have been reminded to report this immediately.

Ms. Kopsa states the parents are told they have to provide schedules, but they do not always do this and it is not unusual for parents to show up with children. The parents are inconsistent; they lose jobs, have jobs where their schedules are always changing or they do not turn in schedules. Ms. Kopsa states they will develop a stronger policy on this issue and provide it to the parents. I again informed Ms. Kopsa if they do not have the staff members to maintain ratio they will have to refuse to care for children. I informed her I would make a couple more unannounced visits to check ratios and if in the future they are ever found to be out of ratio they will be placed on a provisional license.

Ms. Kops states they just completed the annual review of policies and emergency procedures with all staff members. All staff members were required to read the employee handbook and sign a form stating they understand the rules. They also go over the information in a staff meeting.

I asked Ms. Kopsa about the child who required medical attention. She knew immediately which child I was referring to. Ms. Kopsa states the child tripped and cut her head above her eyebrow. The area was bleeding and they thought the child needed to be seen by a doctor to possibly get stitches. They called all the emergency numbers and were able to talk with the grandmother. The grandmother said she thought it would be fine and they told her they thought the child needed to be seen by a doctor. Ms. Kopsa states they made the calls at 11:45 am and the father picked up the child at 12:15 pm. She reports all the staff members involved completed written incident reports. Ms. Kopsa states they put a cold rag with pressure on the child's head until the father arrived. They also put a bandage on the injury. The child was taken to the doctor by the father and required stitches. Ms. Kopsa states they followed all of their policies on this incident.

I asked Ms. Kopsa about being away from the center frequently. Ms. Kopsa states she does leave at various times throughout the day. She has to make bus runs with the school-aged children, she takes information to the center in Cedar Falls that needs to be faxed or turned into the director, Chris York. She has also been helping a newer on-site supervisor at another site. Lexi Gillespie is in charge when she is away from the center and all staff members know this. Ms. Kopsa states it is rare for both of them to be away from the center, but if it happens she names a staff member to be in charge and goes to each of the rooms to let them know who it is. I spoke with Ms. Kopsa about formally adding Ms. Gillespie as an on-site supervisor if she is away from the center that frequently. I reminded her that the director or on-site supervisor is required to be on-site for a minimum of eight hours each day.

I talked with Ms. Kopsa about the reported incident of a visitor being let in by a child and then taken downstairs by the child while a staff member was on the phone. Ms. Kopsa states she does not know anything about the incident and she would have been at the center that day. The time of the incident was not provided to this worker. I also spoke with Ms. Gillespie and she had no knowledge of the incident. Ms. Kopsa states she would never allow a child to open the door and definitely would not allow the child to take a visitor downstairs alone. Ms. Kopsa states all of their staff members have been trained to ask for ID's to make sure the person has permission to pick a child up from the center if they do not know or recognize the person. She reports this sometimes makes people picking children up angry, but she reminds them it is mandated. Ms. Kopsa checked with a couple other staff members who also denied any knowledge of the incident. Ms. Kopsa states she will post a sign reminding staff members to ask for ID's and remind them a child should never answer the door.

I spoke with Ms. Kopsa about the cell phone policy. She reports staff members are not allowed to be on their cell phones in the classrooms. She admits this has been a problem and she and Ms. York are ready to make an example of someone if problems continue. She reports the only time staff members are allowed on their phones if they are on break and they take the phone to the office. She has threatened to take away phones and that will be the next step. She states this usually occurs during nap and she reprimands the staff members if she catches them. Ms. Kopsa states she is aware that staff members are considered out of ratio if they are one their phones in the classrooms.

On 04/14/14 at 7:55 am I made an unannounced visit to A to Z Learning Center & Day Care on Donald Street. I checked rooms for correct ratios. When I arrived in the infant room there were six children with one staff member. The staff member informed me that the second staff member took some clothes a child had thrown up on to the downstairs area to be washed. I informed her that this is not allowed and a room must always remain in ratio.

I entered the Alligator room (toddlers age 12 months through 24 months). There were four children with one staff member, but one of the children was two-years-old. I explained to the staff member that a two-year-old child is not allowed in the room with infants unless the infants are 18 months and older. The staff member informed me that three toddlers in the room were younger than 18 months-old.

I returned to the infant room and there was still only one staff member with six children. While I was waiting for the staff member to return to the room Meggan Kopsa, the on-site supervisor arrived in the room. She immediately recognized the room was out of ratio. When the second staff member returned Ms. Kopsa told her she could not leave the room and that she needed to call for help so the room was covered. I did not get the impression that either staff member in the infant room realized the seriousness of the situation.

The other rooms were found to be in ratio. I met with Ms. Kopsa to discuss the concerns. Ms. Kopsa states she did not know a two-year-old child could not be in the toddler room. I informed her of the licensing standard and told her it was her job to know all of the licensing standards. Ms. Kopsa was upset with staff members for leaving the infant room out of ratio. She reports she just met with all of the staff members to go over this after my visit last week. I informed her I would return for another unannounced visit in the future.

On 04/16/14 I received a phone contact from Chris York, the director of A to Z Learning Center & Day Care on Donald Street. She wanted to inform me that they are taking the concerns seriously. Meggan Kopsa had each staff member sign a form yesterday stating they understand they must use the intercom system to call for assistance and they cannot leave a room out of ratio ever. Ms. York states they had one staff member who left a room out of ratio two times today and one staff member called in sick, not leaving time to bring another staff member in and both staff members were terminated.

Ms. York states she and Ms. Kopsa looked at the sign-in sheet for the Alligator room for 04/14/14 and it appeared all of the children in the room were at least 18 months old. I informed Ms. York I had spoken to the staff member in the room on that date and she informed me the children in the room were less than 18 months old.

On 04/23/14 at 8:05 am I made an unannounced visit to A to Z Learning Center & Day Care on Donald Street. I walked through all of the rooms and every room was in ratio.

While in the infant room, I observed an infant sleeping on a thick blanket inside the crib. There was also a second thick blanket on top of the child. The child must sleep directly on a tight fitting sheet, per licensing standards. The Department of Human Services recommends no blankets in the cribs to comply with safe sleep practices.

I met with Meggan Kopsa, the on-site supervisor. Ms. Kopsa states they have sent out new packets to all of the parents to get their

schedules and new emergency cards. She reports they had a staff meeting last night and they again told staff members they cannot leave their rooms for any reason. They discussed using the phones in their rooms and the intercom system to call for help. They were also reminded that staff members cannot use their phones in the rooms or they are not considered in ratio. Staff members have also been informed they have to provide two hours' notice if they cannot make it into work. Meggan reports she has been reporting to work between 7:00-8:00 am each day to make sure rooms are in ratio. They have also hired additional staff members.

**Special Notes and Action Required:**

109.8(2)-Ratio maintained in center as required by age. VIOLATED. I made unannounced visits to the center and on two occasions the rooms were out of ratio. I was informed by some staff members that this was not the first time this has occurred in the mornings. A reminder that staff members cannot use their cell phones while in the rooms or they will not be counted in ratio

109.4(2)h. Unauthorized access to children in the center. NOT VIOLATED. Neither Meggan Kopsa nor Lexi Gillespie was aware of the reported incident. We also spoke with teachers who were downstairs on the date reported and they did not recall the incident. At this time, there is no evidence to support the reported concern.

109.10(2). Medical and dental emergencies. The center shall have written procedures for medical and dental emergencies and shall ensure, through orientation and training, that all staff are knowledgeable if and able to implement the procedures. NOT VIOLATED. In reviewing the incident and accident reports it appears that policies were followed for the reported incident.

109.6(2). Director or On-Site Supervisor on-site during the hours of operation or a minimum of eight hours of center's hours of operation. NOT VIOLATED. Ms. Kopsa states she does leave at various times throughout the day to run errands or pick children up from school, but states she is on site for eight hours each day.

109.11(2). A safe and properly equipped area is provided for infants that does not allow for intrusion by children two-year-old and older. VIOLATED. I observed a two-year-old child in the toddler room on two occasions. Ms. Kopsa states she did not know this licensing standard. For licensing standards infants are children ages birth until they turn two-years-old. Once a child is 18-months-old they may be placed with older children IF they are developmentally ready. A two-year-old child can never be placed in a room with children under the age of 18-months-old.

109.12(5)e. No restraining devices are used in the cribs. VIOLATED. On 04/09/14 I observed a sleeping infant in a car seat and the car seat was placed in a crib. Children must be removed from car seats immediately upon arrival. Car seats are a restraining device and they cannot be used in cribs.

My expectation is that licensing standards are maintained at all times. It is also my expectation that the on-site supervisor know licensing standards so that she can enforce them. Staff members must also know licensing standards and be aware that they must maintain ratios at all times. Staff members cannot leave a room for any reason or for any amount of time. All rooms have phones with intercoms and staff members are able to call for assistance.

At this time, the status of the center's license is unchanged. However, the center will be required to complete a corrective action plan and return it to me within the next 10 days. If the center continues to be found out of ratio and the corrective action plan is not followed, the program will be placed on a provisional license. 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:**

04/23/2014