

it. She does not believe the explanation provided is how the injury occurred. The director simply told her she could take her child out of the program if she wanted to.

On 10/01/14 I made an unannounced visit to TLC: The Learning Center in Charles City. When I arrived at the center, Jill Streich, the director of the program, was not available, but joined me shortly thereafter. I interviewed Dawn T., the staff member in the room the day of the incident. Dawn T. states she did not notice any injuries on the child's face in the morning. While outside in the afternoon the child was playing in a small car that is moved by children using their feet. Dawn T. states she was wiping the nose of another child and she heard the child cry. She turned to the child and there were no other children around her. The staff member walked over to the child and talked with her. The child is non-verbal. The child stopped crying when Dawn T. was talking with her and continued to play in the car. Dawn T. states a little while later she turned to look at the child and the sun hit her face just right and she observed a mark below the child's eye.

Dawn T. states she was not going to be present when the children picked the child up so she told the staff member who would be present to talk with the parents. She told the staff member how it possibly could have happened, but stated she did not know for sure. Dawn T. states she did not complete an incident report and she should have. She states that was her fault. Dawn T. states the injury she observed did not appear to require immediate medical attention. There was no blood or visible cuts.

I interviewed Ms. Streich. Ms. Streich states she was the second staff member in the child's room the day of the incident. She was in the room from 8:00 am until 12:00 pm. Ms. Streich states she did not observe an injury on the child, but said the child is darker skinned. She does not remember at any point the child crying or getting hurt. Ms. Streich states she was outside with the group, but does not recall the child crying.

There is some confusion about who was outside with Dawn T. when she heard the child cry. She could not remember who was with her. She maintains it happened in the afternoon around 2:45 pm. Ms. Streich was only in the room until noon that day.

Ms. Streich states she was not at the center when the parent picked the child up on 09/19/14. She states the second staff member should have told the parents what Dawn T. told her possibly happened. Instead she only told parents she did not know how it happened. She received a phone call from the mother on Monday 09/22/14 and was told the child was taken to the emergency room because staff members could not tell parents how the child was injured. Ms. Streich states she told the parent she would have to talk with staff members and investigate the matter. The mother said they would not be bringing the child back.

Ms. Streich states she received a second call from the mother the same day. At that time she was told the child had also punctured her tongue. Ms. Streich informed the parent she had spoken with Dawn T. but had not spoken with the afternoon staff member yet. Ms. Streich states the mother was angry. She informed the mother she had worked in the room that morning and she did not witness anything that harmed the child and the child did not cry. The mother insisted the child would have cried hard.

Ms. Streich states the mother came in to pick the child's items up on 09/26/14 and brought the child with her. The child had a visible mark under her eye at that time. Ms. Streich again reiterated to the parent that the child only cried in the car outside. Ms. Streich states she asked the mother to sign the incident report and she refused because she did not feel the incident reflected what happened. Ms. Streich states they do not know for sure how the child received the injury. She states the child could have fallen and did not cry. She states the child may not have received the injury while at child care. I informed Ms. Streich that Dawn T. has confirmed she did not see an injury in the morning, but did see the injury in the afternoon.

Ms. Streich states she spoke with Dawn T. and the second staff member about failure to write up an incident report the day the injury was observed. She states she goes over this with staff members in training as well. She reports she had a "verbal coaching" with the staff members.

Ms. Streich gave me a copy of the incident report dated 09/22/14. The time of the incident is recorded as 2:45 pm. The location of the incident is listed as the playground. The incident detail states, "She was in a car I heard her cry. She stopped crying. After she got out of the car I noticed a red spot or bruise under her eye."

Special Notes and Action Required:

109.10 (16). Supervision. Assigned staff, substitutes and volunteers shall provide careful supervision. NOT VIOLATED. I cannot definitively state that staff members failed to provide proper supervision. Accidents and injuries occur and a staff member cannot always visibly see every child, every minute of the day. Dawn T. states she was assisting a child with blowing their nose when she heard the child cry. This does not mean she was not providing proper supervision. With that said, staff members should recognize when a child has a new injury and there should be a discussion or investigation among staff members present on how the child may have received the injury. This should then be documented on an incident report. This should be done immediately so the facts of the day are not forgotten.

109.10(10). Policies and procedures for incidents involving minor injuries, minor changes in health status, or behavioral concerns are reported to parent on day of incident. VIOLATED. Licensing standards clearly state that parents are to be notified the day of the incident and that a written report shall be provided. The parent was not offered a copy of the incident report until 09/26/14. The written report is vague and does not provide much information. The report should include what other staff members were present. The incident report should be accurate. The incident report states the child was in the car, cried and later had a red mark or bruise under her eye. However, in talking with Ms. Streich she reports they do not even know if the injury occurred at the center. The incident report does not indicate this. I also have concerns that the center is not taking responsibility for the injury occurring at the center when two staff members reporting not seeing an injury during the morning hours.

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:

A handwritten signature in cursive script that reads "Becky Frost".

Date:

10/27/2014