

help look for the children because they were never missing.

There were twelve children and two staff members in the two-year-old room the day of the incident. In informed Ms. Heuer that it is my expectation that a staff member is at the beginning and end of the line when children return inside and staff members should always be counting their children. Ms. Heuer states staff members typically do this, but on this date there were mixed ages outside and school-aged child held the door.

Ms. Heuer states all of the children were wearing coats. Ms. Heuer states the child in question was in shorts because the center did not have any clothes to put on him after a diaper change. She reports he was wearing center snow pants on over the shorts and he was wearing center boots. She reports the older children in this family did not have snow pants either even though they have it posted throughout the center for parents to bring them. Ms. Heuer states as a result they did get wet and had no clothes to change into. She states if the children had extra clothes on site they threw the clothes and shoes in the dryer. Ms. Heuer states the children's clothes have not "disappeared". She reports when they have soiled clothes they bag them and place them in the child's bucket to be sent home. She states there are several different people who pick the children up from the center and she would guess that they take the dirty clothes with them and perhaps they have not been returned to the mother.

Ms. Heuer states she found out about the incident when the director, Chris York, called her after seeing the mother's post on Facebook. The staff members involved did not complete incident reports or tell Ms. Heuer immediately. Ms. Heuer states she does not know anything about the child being bitten. This was not reported when staff members were interviewed and there are no injury reports.

Ms. Heuer states she had a phone conversation with the child victim's mother yesterday regarding an unpaid bill and she feels that contributed to the Department of Human Services being called. The mother was told she had to pay her bill or the children could not return. The mother said that her sister was going to watch the children and they would not be returning to the center. The mother had been notified several times about her unpaid bill. The center had to file a claim with a collection agency. The mother has not made a payment in a year and she has four children who attend the center. She owes the center \$19,984.44. The center added an additional \$3600 for collection fees.

Ms. Heuer states she is holding an all-staff meeting tonight. Staff members will be reminded that they need to inform her immediately after incidents occur, keeping a current list of children with them and counting regularly. They are also going to discuss offering more afternoon planned activities, and offering to change children's clothes when parents arrive.

Special Notes and Action Required:

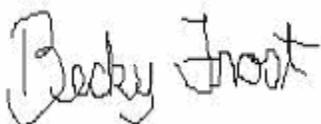
109.10 (16). Supervision. Assigned staff, substitutes and volunteers shall provide careful supervision VIOLATED. The two staff members in the two-year-old room did fail to provide careful supervision when they left two children on the playground area. The maintenance man was on the play area and saw the children immediately and knocked on the door so the children could be let in. However, this does not take away from the lack of supervision from the two staff members involved, especially for an age group that is not capable of self-supervision.

You must meet with staff members and remind them that they must always know how many children are in their care and they must be counting children several times each day, but especially when leaving and returning to the room. It is my expectation that at staff member be in the front of the children and one positioned behind the children so that visual sight is maintained.

Staff members must also complete incident reports immediately following incidents and report concerns to the person in charge at the center. The staff members did inform the mother about incident the same day it occurred, but there must be written documentation as well.

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:

03/27/2014