

The incident happened at the end of the day when the two one-year-old rooms combine. Mollie and Shelby were the two staff members involved. Mollie came down to the office crying hysterical and very upset and informed Ms. Townsend of what had occurred. Mollie thought the child was in the closet for 5-10 minutes, but after reviewing the video it was determined that the child was in the closet for 35 minutes. Ms. Townsend states she tried to call Ms. Kampman, but she could not reach her so she called Holly Dittmer, the education director. She later was able to reach Ms. Kampman and Ms. Kampman came back in to the center to review the video with Ms. Townsend. Shelby was not aware that anything had occurred until she was brought back in the office to discuss the situation. Neither Mollie nor Shelby is currently employed by the CUCCC.

We reviewed the video. At 4:01 Shelby walks into the closet to get her belongings. When she walks out she did not shut the closet door all the way. She walked into the bathroom, which is near the closet. At 4:02 the child is observed walking into the closet without anyone witnessing it. At 4:03 Shelby walked out of the bathroom and shut the closet door when she walked by. At 4:04 Shelby puts her coat on and leaves the room for the day. When she left the room, there were still six children present with a ratio of 1:4, so she knowingly left the room out of ratio. Shelby should not have left until both rooms were combined.

Mollie is then observed placing the children in the room in cribs in order to transport them to the gym to play. Mollie leaves the room at 4:08 with the cribs to go to the gym. The child was still in the closet. Mollie took the clipboard with the children's names on it with her, but someone had crossed the child's name off as being gone so she thought there were only five children left. Ms. Kampman states the staff members had been putting a line by the child's name and looking at this. What they are supposed to do is look at the time the child was discharged. Had she done this she would have seen the child had not left. Staff members are no longer allowed to use the line on the clipboard.

At 4:18 Mollie brings back a crib with three children in order to do a diaper change, she then leaves the room with the children again. The child remains in the closet. At 4:26 Mollie came back in the room with four children in a crib. At 4:28 the other two staff members (from the Fire Fly room) came into the room with the remaining five children. There were a total of ten children including the child in the closet. Mollie started changing diapers and Sam was putting cribs away into the Fire Fly room. Sam left the room to do this and again the room was left out of ratio. At 4:30 Sam was looking at daily sheets to determine who was left to be diapered. At 4:34 Sam realizes the child is missing and attempted to contact Ms. Townsend. Ms. Townsend was meeting with parents because it is a very busy time at the center with parents picking children up. Ms. Townsend tells Sam she will call her back. Sam continues to try and call Ms. Townsend. Staff members are observed looking in the Bumble Bee room for the child and they also walk into the Fire Fly room to look for the child.

At 4:35 Sam opens the closet door and found the child. Morgan, the third staff member, looks the child over to make sure he was not injured and he was okay. She then picked him up and hugged him. The child was not observed to be in any distress. Mollie then hugged the child and took him to the diaper changing table to look him over. Staff members checked the closet to make sure there was nothing he could have gotten into. Mollie goes up to the office to talk with Ms. Townsend at 4:44.

Ms. Townsend states she spoke with the father when he came to pick the child up that night and informed him of what had occurred. She let him know they take the matter very serious and that the Department of Human Services would be contacted. Ms. Townsend states at the time she told the father the child was only in the closet for a few minutes because that is what she had been told. She informed him they would investigate the matter further. Ms. Townsend states she called both parents on 12/18/13 and informed them the child had been in the closet for 35 minutes after reviewing the video. They asked if there was anything the child could have gotten into in the closet, if the light was on and how it happened. Ms. Kampman states the parents have been calm and supportive of the center. The closet door is now locked and only Ms. Kampman and Ms. Townsend have the key. Staff members may no longer use the closet.

The child was observed in the center by me and Ms. Kalkhoff.

Ms. Kampman and Ms. Townsend state they had a staff meeting last night with all staff members. Staff members were told that they were at the center to do a job and to follow the rules of the company and the Department of Human Services and if they could not do this they needed to leave because they were not wanted at the program. Ms. Kampman states she is very upset by this incident and staff members will be held accountable. Ms. Townsend states she walks around and checks on each room several times during the day to make sure they always know how many children are in their care. Staff members have been that before going anywhere they need to go through the sign-in sheets and eye ball each child on the list. They are no longer allowed to combine with rooms in the gym. At the end of the day the expectation will be for rooms to combine in a designated room and they need to call each other to communicate about the number of children they are caring for.

Ms. Kampman states she also spoke with staff members about holding one another accountable. If a staff member knows another staff member is not following the rules they need to bring it to that staff member's attention and to Ms. Kampman or Ms.

Townsend's attention. Staff members should be delegating duties to other staff members so that everything is getting done. Staff members were also told they need to be in the classroom in order to be counted in ratio. Ms. Kampman states if they find staff members not following the rules they will be held accountable. They will receive a verbal warning, then a written warning and then termination.

On 12/27/13 Ms. Kalkhoff and I attempted a phone contact with Mollie. She was not available. Ms. Kalkhoff left a message asking Mollie to call her.

On 12/27/13 Ms. Kalkhoff and I made a phone contact with Shelby. Shelby states she went into the closet to get her belongings and she did not know she did not shut the closet door all the way. Shelby states she then went into the bathroom to remove three children who should not be in there. She states one of the children must have "snuck" into the closet without her knowing it. Shelby states she accidentally shut the child in the closet because she did not know he was in there. Shelby did not know who found the child because she had left for the day.

Shelby states she was released for the day because they were down on their numbers. She reports she must have miscounted the children because there was a parent in the room with some other children.

Shelby states she knows the situation is serious, but she did not mean to do this. Shelby states it was an accident. She states she would never purposefully lock a child in the closet. Shelby states, "I love those kids" and would never do anything to hurt them. Shelby was upset that she was not informed by the center that the Department of Human Services was going to be contacted so she could be prepared.

On 12/27/13 I made a phone contact with Andrea Kampman, the on-site supervisor, to request names and addresses of all families enrolled.

Special Notes and Action Required:

109.10 (16). Supervision. Assigned staff, substitutes and volunteers shall provide careful supervision. VIOLATED. Staff members unknowingly left the closet door open. A child entered the closet without staff members noticing it and then a staff member walked by and shut the door with the child inside. The child was shut in the closet alone for 35 minutes. The light was on in the room. The staff member took the remaining children to the gym to combine with the Fire Fly room during most of this period of time.

109.8(2)c-Every child occupied program room has adult supervision in the room. VIOLATED. A child was left in the Bumble Bee room closet alone for 35 minutes. Staff members were unaware of this.

109.8(2)-Ratio maintained in center as required by age. VIOLATED. Shelby left Mollie alone in the classroom with six children when she left for the day. The ratio in the room is 1:4. The room was again left out of ration when the staff members and children returned from the gym. Sam left the room with ten children to be cared for so that she could return cribs to the Fire Fly room. Rooms are not allowed to be left out of ratio for any period of time.

The center has dealt with this concern on more than one occasion. They have always been diligent in investigating the situation and handling the employees involved in an acceptable manner. The program has a policy of no tolerance. The center has staff meetings monthly to remind staff members of the rules and regulations and held a staff meeting following this incident. The closet door is now locked in the room and staff members do not have access to it. Staff members have been reminded on how to use the checklist of children in the rooms correctly. I recommend having staff members sit the children on the floor as a group and doing a "roll call" before leaving the rooms so that each child is accounted for. Staff members should also be counting their children numerous times throughout the day so they know the number of children in their care and they remain in ratio. Please remind staff they must remain in ratio at all times and cannot leave the room for any amount 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:

12/30/2013

