

**Iowa Department of Human Services
CHILD CARE CENTER COMPLAINT**

Name of Center: Spencer Family YMCA Dvergsten Child Care Center		Enrollment: 215	License ID: 4121000012
Street: 1001 11th Ave West	City: Spencer	IA	Zip Code: 51301
Mailing Address: PO Box 212			
Mailing City: Spencer		IA	Zip Code: 51301
Director's Name: Gretchen Hutson		Center Phone Number: 712-262-3782	
On-Site Supervisors: Amy Kuehler		E-Mail Address: GHutson@spencerymca.org	

Date of Complaint: 2/10/2015

Date of Visit: 2/20/2015

Scheduled Unannounced NA

Non-Compliance with Regulations Found Compliance with Regulations Found NA

RECOMMENDATION FOR LICENSE

NO CHANGES to licensing status recommended

PROVISIONAL license from _____ **to** _____

SUSPENSION of License

REVOCATION of License

Summary of Complaint:

A report was received that the center is repeatedly out of ratio and this primarily occurs during nap time. It was further reported that the staff in the classrooms frequently make inappropriate comments around and to the children though not specifically of a threatening or derogatory manner.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

109.8(2)b If child between ages 18 and 24 months is placed outside infant area, ratio of 1:4 shall be maintained as would otherwise be required for the group until the child reaches the age of 2.

109.8(2)d If ratio reduced to 1 staff per room during nap time – does not exceed 1 hour and ratio in center is still maintained.

Inspection Findings:

An unannounced visit was made to the center on 02-20-14 during the established nap period for the center. Each room was visited and a count of children and staff was made. Each room was observed to be in ratio with the exception of the 2 year old room. There were two (2) staff members present in the room and they identified that there were eleven(11) children present, four (4) of which were under the age of 24 months. It was noted that some of the other classrooms were operating with reduced staff ratios while others were at full ratio coverage.

In addition to the identified concerns it was noted that in the Infant 1 Room serving infants ranging in age from birth to 1 year of age two infants were observed to be sleeping in prohibited settings with one the floor, and one in a bouncer. While it is unknown how long these children had been sleeping in these locations this is an issue that has been reviewed with the center in the past. It is noted that staff did move the children to cribs when I entered the classroom.

In meeting with Gretchen the concerns that had been identified were reviewed. Gretchen did confirm that the center does reduce ratio during nap time in all classrooms except for the Infant 1 and Infant 2 classrooms which are maintained at a child to staff ratio

of 4:1. Gretchen stated that she had thought that licensing standards did allow for reduction of ratio during nap time for all classrooms except identified infant rooms. It was clarified that the rule requiring continual maintenance of the 4:1 ratio applies to all children under 24 months of age regardless of the location they are served in and when combined with older children the ratio for the entire group that includes children under 24 months of age would be reduced to the 4:1 ratio. With regard to the concerns related to the inappropriate comments by staff Gretchen stated that this issue has been raised in the past but neither she, nor any of her administrative colleagues have heard any comments that would be considered inappropriate though she did recognize that staff are likely to be more aware of what they are saying when an administrator is present. Gretchen did state that they would continue to monitor this situation.

Based on the information obtained during this inspection the complaint is substantiated for a violation of licensing standards regarding ratio. The 2 year old classroom was observed to have 2 staff members with 11 children present that were under the age of 36 months, 4 of which were under the age of 24 months. The required child to staff ratio for children under 36 months is 6:1. Licensing standards further require that when a child under 24 months of age is transitioning in to classrooms with children over 24 months of age the ratio for the entire group present would reduce to 4:1 AND that ratio for classrooms with children under 24 months of age is maintained at 4:1 at all times including during nap time.

Special Notes and Action Required:

The failure to maintain ratio as required in the 2 year old classroom appeared to be an issue of misunderstanding of Licensing Standards. The requirements were clarified with Gretchen who stated the center would ensure compliance in the future. The concerns regarding staff interactions were reviewed with the center and while not rising to a level that would violate licensing standards the concerns were reviewed with Gretchen along with suggestions on how the center may be able to address the issue.

With regard to the infants observed to be sleeping in prohibited settings this was also reviewed with Gretchen. Gretchen stated that she would reiterate to staff the center's policies and expectations that if a child falls asleep on the floor or in a piece of equipment that the child will be moved to a crib immediately or as soon as possible if staff are attending to the immediate care needs of another child.

If you feel something is unclear or unjustly cited, please contact me so that we may discuss the issue and if necessary, I can make a notation in your record. You may also send a letter that will be included in your licensing file noting any disagreement you may have with the evaluation report as provided in this document. If I have failed to provide for you any information discussed during my visit, please contact me and I will forward the information to you. Thank you.

Consultant's Signature:

Date:

02/23/2015

