

abuse, threats, or derogatory remarks about a child's family. COMPLAINT IS VALID. RULE WAS VIOLATED. Ms. Stone reported staff do put children "that fit" into the high chair for biting and being aggressive towards teachers. Ms. Stone denied hearing any staff call a child "naughty". Lindsay W works in the 2-year-old room and reported using the high chair a "couple times for smaller kids that fit" when they get mad, hit, or bite. Kendra E works in the 2-year-old room. Kendra E reported observing a staff put a child in a high chair for hitting and pushing other children on 2/6/2015. Kendra E denied that she has used the high chair as a form of discipline stating she tries to just redirect the children. Ms. Gire reported she was not working on 2/6/2015 so she didn't see if any staff were using a high chair for time outs. Ms. Gire denied knowing if staff are using high chairs as a form of discipline. Licensing talked with Ms. Stone, Ms. Gire, Lindsay W, and Kendra E about not using a high chair as a form of discipline and/or a means of conducting a "time-out". The conversation included the need to redirect the children, obtain additional accessible supplies for the children to play with, frequently read board books from the Best Behavior Series (including "Teeth are not for Biting" and "Hands are not for Hitting") to the children, and use verbal cues throughout the day to praise the children for using appropriate behavior. Licensing also talked with Ms. Stone and Ms. Gire about providing all staff with training regarding the use of appropriate discipline techniques and to review with all staff the employee handbook (including what management's response to staff that do not follow the program's written child discipline policies and procedures). Additionally, licensing talked with Ms. Stone and Ms. Gire about utilizing the Child Care Alliance Response Team (CART) to help provide teachers with additional discipline strategies.

109.10(10). Incidents involving a child, including minor injuries, minor changes in health status, or behavioral concerns, shall be reported to the parent on the day of the incident. A written report shall be provided to the parent or person authorized to remove the child from the center. The written report shall be prepared by the staff member who observed the incident and a copy shall be retained in the child's file. THERE IS NOT ENOUGH INFORMATION TO DETERMINE IF THIS COMPLAINT IS VALID OR NOT. Lindsay W reported she completes incident reports when a child is bitten and for the child who does the biting Lindsay W talked about a recent increase in the number of biting episodes in the 2-year-old room. Kendra E reported she completes incident reports when a child is bitten and for the child who does the biting. Kendra E also talked about a recent increase in the number of biting episodes in the 2-year-old room. Kendra E reported it is possible staff did not see a bit incident occur. Licensing talked with Ms. Stone and Ms. Gire about providing training to all staff about what "careful" supervision means and about incident reporting requirements.

109.10(16). Staff shall provide all children with careful supervision. 109.11(3)a(1). Center and premises are sanitary, safe, and hazard free. COMPLAINT IS VALID. RULE WAS VIOLATED. Lindsay W works in the 2-year-old room. Lindsay W reported there "are a couple kids that know how to get out the main front door". Lindsay W talked about two children who have opened the door and one of those children having walked out of the center. Lindsay W denied that staff have never gone after any child who has opened the door. Lindsay W also reported that recently a parent came in and left the front main door ajar. Lindsay W talked about how she believed the blinds on the door may have gotten stuck in the door frame causing the door to remain ajar. Lindsay W stated a child did open the ajar door and ran out that day. Lindsay W stated staff did go after the child. Kendra E works in the 2-year-old room. Kendra E denied seeing any children open the front/main door and run out. Kendra E talked about a grandmother who came to pick up her grandchild on 2/6/2015. Kendra E reported the grandmother left mad and slammed the front/main door which caused the door to remain ajar. Kendra E reported two children did move towards the door but she did not see any get out. Licensing talked with Ms. Stone and Ms. Gire about obtaining a bell for the main/front door, possibly installing a new door handle (after consulting with the fire marshal first), removing any material that may be getting caught in the door frame when the door is open (including blinds), and having staff position themselves in strategic places throughout the room including near the main/front door.

It is important to note, the additional rule violation (not related to the above complaint) was observed on 2/11/2015:

109.8(2). Ratio was maintained as required by Iowa Code. When licensing arrived on-site, a staff in the combined-age preschool room was observed assisting a child in the restroom with the door almost entirely closed. The rest of the children were observed to be moving freely about the room. Ms. Stone was also observed walking quickly from the upstairs kitchen area into the combined-age preschool room. When asked about this, Ms. Stone stated she had been upstairs "just for a minute". The combined-age preschool room was out of ratio and staff were not providing the children with careful supervision [Rule 109.10(16)].

Special Notes and Action Required:

A written plan of correction is requested within 10 days of receipt of this report.

If you feel something is unclear or unjustly cited, please contact me (phone 319-892-6827; email alyons@dhs.state.ia.us <<mailto:alyons@dhs.state.ia.us>>) so that we may discuss the issue. 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 this report. 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:

02/20/2015

A handwritten signature in black ink, appearing to be "C. J. [unclear]", written on a light gray horizontal line.